

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group                        | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - First Contact Resolution |         |        |           |
|------------------|---------------------------------------|-------------------------------------|--|---------|--------|-----------|
|                  |                                       |                                     | High   | Low     | Medium | FCR Total |
| Health           | Application Services                  | Danielle Hood                       | 1<br>0   | 11<br>0 | 3<br>0 | 15<br>0   |
|                  |                                       | Dustin Crump                        | 1<br>0   | 11<br>1 | 0<br>0 | 12<br>1   |
|                  |                                       | Martin Gonzalez                     | 1<br>1   | 0<br>0  | 0<br>0 | 1<br>1    |
|                  |                                       | Paul Lundell                        | 0<br>0   | 3<br>0  | 0<br>0 | 3<br>0    |
|                  |                                       | Terry Forsgren                      | 0<br>0   | 8<br>0  | 0<br>0 | 8<br>0    |
|                  |                                       | Tony Larsen                         | 0<br>0   | 12<br>0 | 0<br>0 | 12<br>0   |
|                  |                                       | <b>Assigned to Individual Total</b> | 3<br>1   | 45<br>1 | 3<br>0 | 51<br>2   |
|                  | Application Support - Content Manager | Nate Olson                          | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |
|                  | Application Support - LIMS            | Richard Kurzban                     | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High   | Low    | Medium | FCR Total |
|--------|------------------------------|-------------------------------------|--------|--------|--------|-----------|
| Health | Application Support - Oracle | Ryan Nicol                          | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0    |
|        |                              | Tony Hess                           | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0    |
|        | Billing                      | Kristen Mar                         | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|        | Campus Networking            | Jordy Davis                         | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|        |                              | Robert Ryan                         | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0    |
|        | Capitol Desktop Support      | Chad Poll                           | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1    |
|        |                              | Tom Hanson                          | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1    |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2    |
|        | Capitol Hosting              | Curtis Parker                       | 0<br>0 | 0<br>0 | 1<br>0 | 1<br>0    |
|        |                              | Kyle Burkhardt                      | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 1<br>0 | 1<br>0 | 2<br>0    |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                     |                                     | High   | Low      | Medium | FCR Total |
|--------|---------------------|-------------------------------------|--------|----------|--------|-----------|
| Health | Contracts           | Laura Larsen                        | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        | Enterprise Security | Bobette Phillips                    | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        |                     | Dan Cook                            | 0<br>0 | 3<br>0   | 0<br>0 | 3<br>0    |
|        |                     | Jed Johnson                         | 0<br>0 | 5<br>0   | 0<br>0 | 5<br>0    |
|        |                     | Sharon Smith                        | 0<br>0 | 5<br>0   | 0<br>0 | 5<br>0    |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0 | 14<br>0  | 0<br>0 | 14<br>0   |
|        | Help Desk           | Brenda Treadway                     | 0<br>0 | 17<br>17 | 0<br>0 | 17<br>17  |
|        |                     | Dawn Wayment                        | 0<br>0 | 2<br>0   | 0<br>0 | 2<br>0    |
|        |                     | Eileen Dubach                       | 0<br>0 | 12<br>12 | 0<br>0 | 12<br>12  |
|        |                     | James Stearns                       | 0<br>0 | 10<br>9  | 0<br>0 | 10<br>9   |
|        |                     | Julie VanBeekum                     | 0<br>0 | 16<br>16 | 0<br>0 | 16<br>16  |
|        |                     | Sarah Johnson                       | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        |                     | Vicky Marrelli                      | 0<br>0 | 21<br>15 | 0<br>0 | 21<br>15  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                           |                                     | High | Low | Medium | FCR Total |
|--------|---------------------------|-------------------------------------|------|-----|--------|-----------|
| Health | Help Desk                 | <b>Assigned to Individual Total</b> | 0    | 79  | 0      | 79        |
|        |                           |                                     | 0    | 69  | 0      | 69        |
|        | Mainframe Systems Support | Greg Shoop                          | 0    | 1   | 0      | 1         |
|        |                           |                                     | 0    | 1   | 0      | 1         |
|        |                           | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|        |                           |                                     | 0    | 1   | 0      | 1         |
|        | Metro A Help Desk         | Ed Conrad                           | 0    | 1   | 0      | 1         |
|        |                           |                                     | 0    | 1   | 0      | 1         |
|        |                           | Edward Fortner                      | 0    | 2   | 0      | 2         |
|        |                           |                                     | 0    | 2   | 0      | 2         |
|        |                           | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|        |                           |                                     | 0    | 3   | 0      | 3         |
|        | Metro B Desktop Support   | Austin Farey                        | 0    | 1   | 0      | 1         |
|        |                           |                                     | 0    | 0   | 0      | 0         |
|        |                           | Cindy Reed                          | 0    | 1   | 0      | 1         |
|        |                           |                                     | 0    | 0   | 0      | 0         |
|        |                           | Mike Wilde                          | 0    | 2   | 0      | 2         |
|        |                           |                                     | 0    | 0   | 0      | 0         |
|        |                           | <b>Assigned to Individual Total</b> | 0    | 4   | 0      | 4         |
|        |                           |                                     | 0    | 0   | 0      | 0         |
|        | Metro B Help Desk         | Gary Graham                         | 0    | 1   | 0      | 1         |
|        |                           |                                     | 0    | 0   | 0      | 0         |
|        |                           | Todd Manning                        | 0    | 2   | 0      | 2         |
|        |                           |                                     | 0    | 1   | 0      | 1         |
|        |                           | Val Shepherd                        | 0    | 2   | 0      | 2         |
|        |                           |                                     | 0    | 2   | 0      | 2         |
|        |                           | <b>Assigned to Individual Total</b> | 0    | 5   | 0      | 5         |
|        |                           |                                     | 0    | 3   | 0      | 3         |

# Enterprise Incident Report November 2012

As of 12/4/2012

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|        |                              |                                     | High | Low | Medium | FCR Total |
|--------|------------------------------|-------------------------------------|------|-----|--------|-----------|
| Health | Metro C Help Desk            | Chris Olson                         | 0    | 1   | 0      | 1         |
|        |                              |                                     | 0    | 1   | 0      | 1         |
|        |                              | Reed Stohel                         | 0    | 1   | 0      | 1         |
|        |                              |                                     | 0    | 1   | 0      | 1         |
|        |                              | Ross Owen                           | 0    | 1   | 0      | 1         |
|        |                              |                                     | 0    | 1   | 0      | 1         |
|        |                              | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|        |                              |                                     | 0    | 3   | 0      | 3         |
|        | Metro C West Desktop Support | Cody Flanders                       | 0    | 10  | 0      | 10        |
|        |                              |                                     | 0    | 0   | 0      | 0         |
|        |                              | <b>Assigned to Individual Total</b> | 0    | 10  | 0      | 10        |
|        |                              |                                     | 0    | 0   | 0      | 0         |
|        | Metro D Desktop Support      | Eldon Jenson                        | 0    | 45  | 0      | 45        |
|        |                              |                                     | 0    | 5   | 0      | 5         |
|        |                              | Michael Schmidt                     | 0    | 28  | 0      | 28        |
|        |                              |                                     | 0    | 0   | 0      | 0         |
|        |                              | Philip Henderson                    | 0    | 64  | 1      | 65        |
|        |                              |                                     | 0    | 40  | 0      | 40        |
|        |                              | Steve Gibb                          | 0    | 13  | 0      | 13        |
|        |                              |                                     | 0    | 1   | 0      | 1         |
|        |                              | Tina West                           | 0    | 15  | 0      | 15        |
|        |                              |                                     | 0    | 0   | 0      | 0         |
|        |                              | <b>Assigned to Individual Total</b> | 0    | 165 | 1      | 166       |
|        |                              |                                     | 0    | 46  | 0      | 46        |
|        | Metro D Help Desk            | Doug Brown                          | 1    | 94  | 0      | 95        |
|        |                              |                                     | 1    | 59  | 0      | 60        |
|        |                              | John Robinson                       | 0    | 43  | 0      | 43        |
|        |                              |                                     | 0    | 29  | 0      | 29        |

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As of 12/4/2012

Health

|        |                               |                                     | High | Low | Medium | FCR Total |
|--------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Health | Metro D Help Desk             | Matthew Earl                        | 0    | 91  | 1      | 92        |
|        |                               |                                     | 0    | 61  | 0      | 61        |
|        |                               | <b>Assigned to Individual Total</b> | 1    | 228 | 1      | 230       |
|        | Metro D Hosting               | David Hert                          | 1    | 1   | 1      | 3         |
|        |                               |                                     | 0    | 1   | 1      | 2         |
|        |                               | Donny Ford                          | 0    | 5   | 0      | 5         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Glenn Lepore                        | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Sean McMillan                       | 0    | 12  | 0      | 12        |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Steven Haderlie                     | 0    | 4   | 1      | 5         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | <b>Assigned to Individual Total</b> | 1    | 23  | 2      | 26        |
|        |                               |                                     | 0    | 1   | 1      | 2         |
|        | Operations Production Control | Cal Brinton                         | 0    | 7   | 0      | 7         |
|        |                               |                                     | 0    | 1   | 0      | 1         |
|        |                               | Christie Burnham                    | 0    | 10  | 0      | 10        |
|        |                               |                                     | 0    | 1   | 0      | 1         |
|        |                               | Duane Hardy                         | 0    | 30  | 0      | 30        |
|        |                               |                                     | 0    | 9   | 0      | 9         |
|        | None                          |                                     | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 48  | 0      | 48        |
|        |                               |                                     | 0    | 11  | 0      | 11        |
|        | PCHELPS Gmail                 | Chris Olson                         | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 1   | 0      | 1         |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High | Low | Medium | FCR Total |
|--------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Health | PCHELPS Gmail                 | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 1   | 0      | 1         |
|        | Rural Central Desktop Support | Gerald Adams                        | 0    | 2   | 0      | 2         |
|        |                               |                                     | 0    | 1   | 0      | 1         |
|        |                               | Paul Petersen                       | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 1   | 0      | 1         |
|        |                               | Rod Montoya                         | 0    | 5   | 0      | 5         |
|        |                               |                                     | 0    | 4   | 0      | 4         |
|        |                               | Ron LeBaron                         | 0    | 3   | 0      | 3         |
|        |                               |                                     | 0    | 2   | 0      | 2         |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 11  | 0      | 11        |
|        |                               |                                     | 0    | 8   | 0      | 8         |
|        | Rural North Desktop Support   | Dane Smith                          | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Kim Ratushniak                      | 0    | 3   | 0      | 3         |
|        |                               |                                     | 0    | 3   | 0      | 3         |
|        | Rural South Desktop Support   | Ruston McKay                        | 0    | 8   | 0      | 8         |
|        |                               |                                     | 0    | 7   | 0      | 7         |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 12  | 0      | 12        |
|        |                               |                                     | 0    | 10  | 0      | 10        |
|        | Rural South Desktop Support   | Dan Anthony                         | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Joel Finlinson                      | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural South Desktop Support   | Julie Christensen                   | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural South Desktop Support   | Lance Nay                           | 0    | 2   | 0      | 2         |
|        |                               |                                     | 0    | 2   | 0      | 2         |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|        |                                |                                     | High   | Low     | Medium | FCR Total |
|--------|--------------------------------|-------------------------------------|--------|---------|--------|-----------|
| Health | Rural South Desktop Support    | Lane Adams                          | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>2  | 0<br>0 | 6<br>2    |
|        | Strategic Communications       | Dennis Rogers                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|        |                                | Kacie Neutz                         | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0    |
|        |                                | Luis Larios                         | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0    |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>0  | 0<br>0 | 6<br>0    |
|        | Technical Lead/Project Manager | Corona Ngatuvai                     | 1<br>0 | 0<br>0  | 0<br>0 | 1<br>0    |
|        |                                | Dustin Crump                        | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0    |
|        |                                | Fred Schmidt                        | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0    |
|        |                                | John Stephenson                     | 0<br>0 | 6<br>0  | 0<br>0 | 6<br>0    |
|        |                                | Mart Gardner                        | 1<br>0 | 20<br>0 | 0<br>0 | 21<br>0   |
|        |                                | Martin Gonzalez                     | 0<br>0 | 0<br>0  | 1<br>1 | 1<br>1    |
|        |                                | Paul Lundell                        | 0<br>0 | 0<br>0  | 3<br>0 | 3<br>0    |
|        |                                | <b>Assigned to Individual Total</b> | 2<br>0 | 30<br>0 | 4<br>1 | 36<br>1   |



# Enterprise Incident Report November 2012

As of 12/4/2012

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|                        |                         |                              | High   | Low        | Medium  | FCR Total  |
|------------------------|-------------------------|------------------------------|--------|------------|---------|------------|
| Health                 | Voice Operations        | Gail Christiansen            | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | James Gifford                | 0<br>0 | 3<br>0     | 0<br>0  | 3<br>0     |
|                        |                         | Kelly Johnson                | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | Romanza Hamblin Sorensen     | 0<br>0 | 8<br>5     | 0<br>0  | 8<br>5     |
|                        |                         | Assigned to Individual Total | 0<br>0 | 13<br>5    | 0<br>0  | 13<br>5    |
|                        | Voice/Data/WAN Services | Greg Blessing                | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | Mitch Hood                   | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | T Artis                      | 0<br>0 | 2<br>0     | 0<br>0  | 2<br>0     |
|                        |                         | Assigned to Individual Total | 0<br>0 | 4<br>0     | 0<br>0  | 4<br>0     |
|                        | Assigned Group Total    |                              | 7<br>2 | 725<br>315 | 12<br>2 | 744<br>319 |
| Customer Company Total |                         |                              | 7<br>2 | 725<br>315 | 12<br>2 | 744<br>319 |

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As of 12/4/2012

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group                        | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Initial Response |          |        |           |
|------------------|---------------------------------------|-------------------------------------|---|----------|--------|-----------|
|                  |                                       |                                     | High  | Low      | Medium | MIR Total |
| Health           | Application Services                  | Danielle Hood                       | 1<br>0  | 11<br>9  | 3<br>2 | 15<br>11  |
|                  |                                       | Dustin Crump                        | 1<br>0  | 11<br>4  | 0<br>0 | 12<br>4   |
|                  |                                       | Martin Gonzalez                     | 1<br>0  | 0<br>0   | 0<br>0 | 1<br>0    |
|                  |                                       | Paul Lundell                        | 0<br>0  | 3<br>3   | 0<br>0 | 3<br>3    |
|                  |                                       | Terry Forsgren                      | 0<br>0  | 8<br>3   | 0<br>0 | 8<br>3    |
|                  |                                       | Tony Larsen                         | 0<br>0  | 12<br>9  | 0<br>0 | 12<br>9   |
|                  |                                       | <b>Assigned to Individual Total</b> | 3<br>0  | 45<br>28 | 3<br>2 | 51<br>30  |
|                  | Application Support - Content Manager | Nate Olson                          | 0<br>0  | 1<br>0   | 0<br>0 | 1<br>0    |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0  | 1<br>0   | 0<br>0 | 1<br>0    |
|                  | Application Support - LIMS            | Richard Kurzban                     | 0<br>0  | 1<br>1   | 0<br>0 | 1<br>1    |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0  | 1<br>1   | 0<br>0 | 1<br>1    |

# Enterprise Incident Report November 2012

As of 12/4/2012

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|        |                              |                              | High | Low | Medium | MIR Total |
|--------|------------------------------|------------------------------|------|-----|--------|-----------|
| Health | Application Support - Oracle | Ryan Nicol                   | 0    | 3   | 0      | 3         |
|        |                              |                              | 0    | 2   | 0      | 2         |
|        |                              | Tony Hess                    | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        | Assigned to Individual Total |                              | 0    | 4   | 0      | 4         |
|        |                              |                              | 0    | 2   | 0      | 2         |
|        | Billing                      | Kristen Mar                  | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        |                              | Assigned to Individual Total | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        | Campus Networking            | Jordy Davis                  | 0    | 2   | 0      | 2         |
|        |                              |                              | 0    | 1   | 0      | 1         |
|        |                              | Robert Ryan                  | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        | Assigned to Individual Total |                              | 0    | 3   | 0      | 3         |
|        |                              |                              | 0    | 1   | 0      | 1         |
|        | Capitol Desktop Support      | Chad Poll                    | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        |                              | Tom Hanson                   | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        | Assigned to Individual Total |                              | 0    | 2   | 0      | 2         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        | Capitol Hosting              | Curtis Parker                | 0    | 0   | 1      | 1         |
|        |                              |                              | 0    | 0   | 1      | 1         |
|        |                              | Kyle Burkhardt               | 0    | 1   | 0      | 1         |
|        |                              |                              | 0    | 0   | 0      | 0         |
|        | Assigned to Individual Total |                              | 0    | 1   | 1      | 2         |
|        |                              |                              | 0    | 0   | 1      | 1         |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                     |                                     | High   | Low      | Medium | MIR Total |
|--------|---------------------|-------------------------------------|--------|----------|--------|-----------|
| Health | Contracts           | Laura Larsen                        | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        | Enterprise Security | Bobette Phillips                    | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|        |                     | Dan Cook                            | 0<br>0 | 3<br>3   | 0<br>0 | 3<br>3    |
|        |                     | Jed Johnson                         | 0<br>0 | 5<br>3   | 0<br>0 | 5<br>3    |
|        |                     | Sharon Smith                        | 0<br>0 | 5<br>4   | 0<br>0 | 5<br>4    |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0 | 14<br>10 | 0<br>0 | 14<br>10  |
|        | Help Desk           | Brenda Treadway                     | 0<br>0 | 17<br>3  | 0<br>0 | 17<br>3   |
|        |                     | Dawn Wayment                        | 0<br>0 | 2<br>2   | 0<br>0 | 2<br>2    |
|        |                     | Eileen Dubach                       | 0<br>0 | 12<br>0  | 0<br>0 | 12<br>0   |
|        |                     | James Stearns                       | 0<br>0 | 10<br>1  | 0<br>0 | 10<br>1   |
|        |                     | Julie VanBeekum                     | 0<br>0 | 16<br>2  | 0<br>0 | 16<br>2   |
|        |                     | Sarah Johnson                       | 0<br>0 | 1<br>1   | 0<br>0 | 1<br>1    |
|        |                     | Vicky Marrelli                      | 0<br>0 | 21<br>1  | 0<br>0 | 21<br>1   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                 | High | Low | Medium | MIR Total |
|--------|------------------------------|---------------------------------|------|-----|--------|-----------|
| Health | Help Desk                    | Assigned to Individual<br>Total | 0    | 79  | 0      | 79        |
|        |                              |                                 | 0    | 10  | 0      | 10        |
|        | Mainframe Systems<br>Support | Greg Shoop                      | 0    | 1   | 0      | 1         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        |                              | Assigned to Individual<br>Total | 0    | 1   | 0      | 1         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        | Metro A Help Desk            | Ed Conrad                       | 0    | 1   | 0      | 1         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        |                              | Edward Fortner                  | 0    | 2   | 0      | 2         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        |                              | Assigned to Individual<br>Total | 0    | 3   | 0      | 3         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        | Metro B Desktop Support      | Austin Farey                    | 0    | 1   | 0      | 1         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        |                              | Cindy Reed                      | 0    | 1   | 0      | 1         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        |                              | Assigned to Individual<br>Total | 0    | 2   | 0      | 2         |
|        |                              |                                 | 0    | 2   | 0      | 2         |
|        | Metro B Help Desk            | Gary Graham                     | 0    | 1   | 0      | 1         |
|        |                              |                                 | 0    | 1   | 0      | 1         |
|        |                              | Todd Manning                    | 0    | 2   | 0      | 2         |
|        |                              |                                 | 0    | 1   | 0      | 1         |
|        |                              | Assigned to Individual<br>Total | 0    | 2   | 0      | 2         |
|        |                              |                                 | 0    | 0   | 0      | 0         |
|        |                              |                                 | 0    | 2   | 0      | 2         |
|        |                              |                                 | 0    | 0   | 0      | 0         |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High   | Low       | Medium | MIR Total |
|--------|------------------------------|-------------------------------------|--------|-----------|--------|-----------|
| Health | Metro C Help Desk            | Chris Olson                         | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|        |                              | Reed Stohel                         | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|        |                              | Ross Owen                           | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0    | 0<br>0 | 3<br>0    |
|        | Metro C West Desktop Support | Cody Flanders                       | 0<br>0 | 10<br>1   | 0<br>0 | 10<br>1   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 10<br>1   | 0<br>0 | 10<br>1   |
|        | Metro D Desktop Support      | Eldon Jenson                        | 0<br>0 | 45<br>1   | 0<br>0 | 45<br>1   |
|        |                              | Michael Schmidt                     | 0<br>0 | 28<br>0   | 0<br>0 | 28<br>0   |
|        |                              | Philip Henderson                    | 0<br>0 | 64<br>5   | 1<br>0 | 65<br>5   |
|        |                              | Steve Gibb                          | 0<br>0 | 13<br>2   | 0<br>0 | 13<br>2   |
|        |                              | Tina West                           | 0<br>0 | 15<br>2   | 0<br>0 | 15<br>2   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 165<br>10 | 1<br>0 | 166<br>10 |
|        | Metro D Help Desk            | Doug Brown                          | 1<br>0 | 94<br>7   | 0<br>0 | 95<br>7   |
|        |                              | John Robinson                       | 0<br>0 | 43<br>3   | 0<br>0 | 43<br>3   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High   | Low       | Medium | MIR Total |
|--------|-------------------------------|-------------------------------------|--------|-----------|--------|-----------|
| Health | Metro D Help Desk             | Matthew Earl                        | 0<br>0 | 91<br>5   | 1<br>0 | 92<br>5   |
|        |                               | <b>Assigned to Individual Total</b> | 1<br>0 | 228<br>15 | 1<br>0 | 230<br>15 |
|        | Metro D Hosting               | David Hert                          | 1<br>0 | 1<br>0    | 1<br>0 | 3<br>0    |
|        |                               | Donny Ford                          | 0<br>0 | 5<br>2    | 0<br>0 | 5<br>2    |
|        |                               | Glenn Lepore                        | 0<br>0 | 1<br>1    | 0<br>0 | 1<br>1    |
|        |                               | Sean McMillan                       | 0<br>0 | 12<br>3   | 0<br>0 | 12<br>3   |
|        |                               | Steven Haderlie                     | 0<br>0 | 4<br>0    | 1<br>0 | 5<br>0    |
|        |                               | <b>Assigned to Individual Total</b> | 1<br>0 | 23<br>6   | 2<br>0 | 26<br>6   |
|        | Operations Production Control | Cal Brinton                         | 0<br>0 | 7<br>0    | 0<br>0 | 7<br>0    |
|        |                               | Christie Burnham                    | 0<br>0 | 10<br>1   | 0<br>0 | 10<br>1   |
|        |                               | Duane Hardy                         | 0<br>0 | 30<br>2   | 0<br>0 | 30<br>2   |
|        |                               | None                                | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|        |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 48<br>3   | 0<br>0 | 48<br>3   |
|        | PCHELPS Gmail                 | Chris Olson                         | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High | Low | Medium | MIR Total |
|--------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Health | PCHELPS Gmail                 | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural Central Desktop Support | Gerald Adams                        | 0    | 2   | 0      | 2         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Paul Petersen                       | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Rod Montoya                         | 0    | 5   | 0      | 5         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Ron LeBaron                         | 0    | 3   | 0      | 3         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 11  | 0      | 11        |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural North Desktop Support   | Dane Smith                          | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Kim Ratushniak                      | 0    | 3   | 0      | 3         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural South Desktop Support   | Ruston McKay                        | 0    | 8   | 0      | 8         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 12  | 0      | 12        |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural South Desktop Support   | Dan Anthony                         | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        |                               | Joel Finlinson                      | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural South Desktop Support   | Julie Christensen                   | 0    | 1   | 0      | 1         |
|        |                               |                                     | 0    | 0   | 0      | 0         |
|        | Rural South Desktop Support   | Lance Nay                           | 0    | 2   | 0      | 2         |
|        |                               |                                     | 0    | 0   | 0      | 0         |



# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                                |                                     | High   | Low     | Medium | MIR Total |
|--------|--------------------------------|-------------------------------------|--------|---------|--------|-----------|
| Health | Rural South Desktop Support    | Lane Adams                          | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>0  | 0<br>0 | 6<br>0    |
|        | Strategic Communications       | Dennis Rogers                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|        |                                | Kacie Neutz                         | 0<br>0 | 2<br>1  | 0<br>0 | 2<br>1    |
|        |                                | Luis Larios                         | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0    |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>1  | 0<br>0 | 6<br>1    |
|        | Technical Lead/Project Manager | Corona Ngatuvai                     | 1<br>1 | 0<br>0  | 0<br>0 | 1<br>1    |
|        |                                | Dustin Crump                        | 0<br>0 | 2<br>1  | 0<br>0 | 2<br>1    |
|        |                                | Fred Schmidt                        | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0    |
|        |                                | John Stephenson                     | 0<br>0 | 6<br>2  | 0<br>0 | 6<br>2    |
|        |                                | Mart Gardner                        | 1<br>1 | 20<br>6 | 0<br>0 | 21<br>7   |
|        |                                | Martin Gonzalez                     | 0<br>0 | 0<br>0  | 1<br>0 | 1<br>0    |
|        |                                | Paul Lundell                        | 0<br>0 | 0<br>0  | 3<br>2 | 3<br>2    |
|        |                                | <b>Assigned to Individual Total</b> | 2<br>2 | 30<br>9 | 4<br>2 | 36<br>13  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|                        |                         |                                 | High   | Low        | Medium  | MIR Total  |
|------------------------|-------------------------|---------------------------------|--------|------------|---------|------------|
| Health                 | Voice Operations        | Gail Christiansen               | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | James Gifford                   | 0<br>0 | 3<br>0     | 0<br>0  | 3<br>0     |
|                        |                         | Kelly Johnson                   | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | Romanza Hamblin<br>Sorensen     | 0<br>0 | 8<br>0     | 0<br>0  | 8<br>0     |
|                        |                         | Assigned to Individual<br>Total | 0<br>0 | 13<br>0    | 0<br>0  | 13<br>0    |
|                        | Voice/Data/WAN Services | Greg Blessing                   | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | Mitch Hood                      | 0<br>0 | 1<br>0     | 0<br>0  | 1<br>0     |
|                        |                         | T Artis                         | 0<br>0 | 2<br>1     | 0<br>0  | 2<br>1     |
|                        |                         | Assigned to Individual<br>Total | 0<br>0 | 4<br>1     | 0<br>0  | 4<br>1     |
|                        | Assigned Group Total    |                                 | 7<br>2 | 725<br>102 | 12<br>5 | 744<br>109 |
| Customer Company Total |                         |                                 | 7<br>2 | 725<br>102 | 12<br>5 | 744<br>109 |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group                        | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number -Average time in hours |             |            |             |
|------------------|---------------------------------------|-------------------------------------|--|-------------|------------|-------------|
|                  |                                       |                                     | High   | Low         | Medium     | ATTIR Total |
| Health           | Application Services                  | Danielle Hood                       | 1<br>0.75  | 11<br>18.09 | 3<br>18.48 | 15<br>17.01 |
|                  |                                       | Dustin Crump                        | 1<br>0.63  | 11<br>6.35  | 0<br>0.00  | 12<br>5.87  |
|                  |                                       | Martin Gonzalez                     | 1<br>0.33  | 0<br>0.00   | 0<br>0.00  | 1<br>0.33   |
|                  |                                       | Paul Lundell                        | 0<br>0.00  | 3<br>27.79  | 0<br>0.00  | 3<br>27.79  |
|                  |                                       | Terry Forsgren                      | 0<br>0.00  | 8<br>1.13   | 0<br>0.00  | 8<br>1.13   |
|                  |                                       | Tony Larsen                         | 0<br>0.00  | 12<br>6.58  | 0<br>0.00  | 12<br>6.58  |
|                  |                                       | <b>Assigned to Individual Total</b> | 3<br>0.57  | 45<br>9.78  | 3<br>18.48 | 51<br>9.75  |
|                  | Application Support - Content Manager | Nate Olson                          | 0<br>0.00  | 1<br>0.64   | 0<br>0.00  | 1<br>0.64   |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0.00  | 1<br>0.64   | 0<br>0.00  | 1<br>0.64   |
|                  | Application Support - LIMS            | Richard Kurzban                     | 0<br>0.00  | 1<br>1.69   | 0<br>0.00  | 1<br>1.69   |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0.00  | 1<br>1.69   | 0<br>0.00  | 1<br>1.69   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High      | Low       | Medium    | ATTIR Total |
|--------|------------------------------|-------------------------------------|-----------|-----------|-----------|-------------|
| Health | Application Support - Oracle | Ryan Nicol                          | 0<br>0.00 | 3<br>1.06 | 0<br>0.00 | 3<br>1.06   |
|        |                              | Tony Hess                           | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 4<br>0.83 | 0<br>0.00 | 4<br>0.83   |
|        | Billing                      | Kristen Mar                         | 0<br>0.00 | 1<br>0.43 | 0<br>0.00 | 1<br>0.43   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>0.43 | 0<br>0.00 | 1<br>0.43   |
|        | Campus Networking            | Jordy Davis                         | 0<br>0.00 | 2<br>0.81 | 0<br>0.00 | 2<br>0.81   |
|        |                              | Robert Ryan                         | 0<br>0.00 | 1<br>0.59 | 0<br>0.00 | 1<br>0.59   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.73 | 0<br>0.00 | 3<br>0.73   |
|        | Capitol Desktop Support      | Chad Poll                           | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|        |                              | Tom Hanson                          | 0<br>0.00 | 1<br>0.59 | 0<br>0.00 | 1<br>0.59   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.29 | 0<br>0.00 | 2<br>0.29   |
|        | Capitol Hosting              | Curtis Parker                       | 0<br>0.00 | 0<br>0.00 | 1<br>8.10 | 1<br>8.10   |
|        |                              | Kyle Burkhardt                      | 0<br>0.00 | 1<br>0.73 | 0<br>0.00 | 1<br>0.73   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>0.73 | 1<br>8.10 | 2<br>4.42   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                     |                                     | High      | Low         | Medium    | ATTIR Total |
|--------|---------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Health | Contracts           | Laura Larsen                        | 0<br>0.00 | 1<br>0.30   | 0<br>0.00 | 1<br>0.30   |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>0.30   | 0<br>0.00 | 1<br>0.30   |
|        | Enterprise Security | Bobette Phillips                    | 0<br>0.00 | 1<br>0.35   | 0<br>0.00 | 1<br>0.35   |
|        |                     | Dan Cook                            | 0<br>0.00 | 3<br>5.08   | 0<br>0.00 | 3<br>5.08   |
|        |                     | Jed Johnson                         | 0<br>0.00 | 5<br>6.48   | 0<br>0.00 | 5<br>6.48   |
|        |                     | Sharon Smith                        | 0<br>0.00 | 5<br>20.83  | 0<br>0.00 | 5<br>20.83  |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0.00 | 14<br>10.87 | 0<br>0.00 | 14<br>10.87 |
|        | Help Desk           | Brenda Treadway                     | 0<br>0.00 | 17<br>0.27  | 0<br>0.00 | 17<br>0.27  |
|        |                     | Dawn Wayment                        | 0<br>0.00 | 2<br>26.74  | 0<br>0.00 | 2<br>26.74  |
|        |                     | Eileen Dubach                       | 0<br>0.00 | 12<br>0.07  | 0<br>0.00 | 12<br>0.07  |
|        |                     | James Stearns                       | 0<br>0.00 | 10<br>1.00  | 0<br>0.00 | 10<br>1.00  |
|        |                     | Julie VanBeekum                     | 0<br>0.00 | 16<br>0.96  | 0<br>0.00 | 16<br>0.96  |
|        |                     | Sarah Johnson                       | 0<br>0.00 | 1<br>1.02   | 0<br>0.00 | 1<br>1.02   |
|        |                     | Vicky Marrelli                      | 0<br>0.00 | 21<br>0.49  | 0<br>0.00 | 21<br>0.49  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                           |                              | High      | Low        | Medium    | ATTIR Total |
|--------|---------------------------|------------------------------|-----------|------------|-----------|-------------|
| Health | Help Desk                 | Assigned to Individual Total | 0<br>0.00 | 79<br>1.21 | 0<br>0.00 | 79<br>1.21  |
|        | Mainframe Systems Support | Greg Shoop                   | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|        |                           | Assigned to Individual Total | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|        | Metro A Help Desk         | Ed Conrad                    | 0<br>0.00 | 1<br>0.61  | 0<br>0.00 | 1<br>0.61   |
|        |                           | Edward Fortner               | 0<br>0.00 | 2<br>0.04  | 0<br>0.00 | 2<br>0.04   |
|        |                           | Assigned to Individual Total | 0<br>0.00 | 3<br>0.23  | 0<br>0.00 | 3<br>0.23   |
|        | Metro B Desktop Support   | Austin Farey                 | 0<br>0.00 | 1<br>0.46  | 0<br>0.00 | 1<br>0.46   |
|        |                           | Cindy Reed                   | 0<br>0.00 | 1<br>0.19  | 0<br>0.00 | 1<br>0.19   |
|        |                           | Mike Wilde                   | 0<br>0.00 | 2<br>1.07  | 0<br>0.00 | 2<br>1.07   |
|        |                           | Assigned to Individual Total | 0<br>0.00 | 4<br>0.70  | 0<br>0.00 | 4<br>0.70   |
|        | Metro B Help Desk         | Gary Graham                  | 0<br>0.00 | 1<br>1.50  | 0<br>0.00 | 1<br>1.50   |
|        |                           | Todd Manning                 | 0<br>0.00 | 2<br>1.85  | 0<br>0.00 | 2<br>1.85   |
|        |                           | Val Shepherd                 | 0<br>0.00 | 2<br>0.00  | 0<br>0.00 | 2<br>0.00   |
|        |                           | Assigned to Individual Total | 0<br>0.00 | 5<br>1.04  | 0<br>0.00 | 5<br>1.04   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High      | Low         | Medium    | ATTIR Total |
|--------|------------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Health | Metro C Help Desk            | Chris Olson                         | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                              | Reed Stohel                         | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                              | Ross Owen                           | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.00   | 0<br>0.00 | 3<br>0.00   |
|        | Metro C West Desktop Support | Cody Flanders                       | 0<br>0.00 | 10<br>1.24  | 0<br>0.00 | 10<br>1.24  |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 10<br>1.24  | 0<br>0.00 | 10<br>1.24  |
|        | Metro D Desktop Support      | Eldon Jenson                        | 0<br>0.00 | 45<br>0.31  | 0<br>0.00 | 45<br>0.31  |
|        |                              | Michael Schmidt                     | 0<br>0.00 | 28<br>0.34  | 0<br>0.00 | 28<br>0.34  |
|        |                              | Philip Henderson                    | 0<br>0.00 | 64<br>0.75  | 1<br>0.00 | 65<br>0.74  |
|        |                              | Steve Gibb                          | 0<br>0.00 | 13<br>0.89  | 0<br>0.00 | 13<br>0.89  |
|        |                              | Tina West                           | 0<br>0.00 | 15<br>0.50  | 0<br>0.00 | 15<br>0.50  |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 165<br>0.55 | 1<br>0.00 | 166<br>0.54 |
|        | Metro D Help Desk            | Doug Brown                          | 1<br>0.00 | 94<br>0.29  | 0<br>0.00 | 95<br>0.29  |
|        |                              | John Robinson                       | 0<br>0.00 | 43<br>0.32  | 0<br>0.00 | 43<br>0.32  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High      | Low         | Medium    | ATTIR Total |
|--------|-------------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Health | Metro D Help Desk             | Matthew Earl                        | 0<br>0.00 | 91<br>0.59  | 1<br>0.14 | 92<br>0.59  |
|        |                               | <b>Assigned to Individual Total</b> | 1<br>0.00 | 228<br>0.42 | 1<br>0.14 | 230<br>0.41 |
|        | Metro D Hosting               | David Hert                          | 1<br>0.44 | 1<br>0.70   | 1<br>0.46 | 3<br>0.53   |
|        |                               | Donny Ford                          | 0<br>0.00 | 5<br>0.63   | 0<br>0.00 | 5<br>0.63   |
|        |                               | Glenn Lepore                        | 0<br>0.00 | 1<br>3.90   | 0<br>0.00 | 1<br>3.90   |
|        |                               | Sean McMillan                       | 0<br>0.00 | 12<br>0.92  | 0<br>0.00 | 12<br>0.92  |
|        |                               | Steven Haderlie                     | 0<br>0.00 | 4<br>0.27   | 1<br>0.00 | 5<br>0.22   |
|        |                               | <b>Assigned to Individual Total</b> | 1<br>0.44 | 23<br>0.86  | 2<br>0.23 | 26<br>0.80  |
|        | Operations Production Control | Cal Brinton                         | 0<br>0.00 | 7<br>0.25   | 0<br>0.00 | 7<br>0.25   |
|        |                               | Christie Burnham                    | 0<br>0.00 | 10<br>0.45  | 0<br>0.00 | 10<br>0.45  |
|        |                               | Duane Hardy                         | 0<br>0.00 | 30<br>0.30  | 0<br>0.00 | 30<br>0.30  |
|        |                               | None                                | 0<br>0.00 | 1<br>0.20   | 0<br>0.00 | 1<br>0.20   |
|        |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 48<br>0.33  | 0<br>0.00 | 48<br>0.33  |
|        | PCHELPS Gmail                 | Chris Olson                         | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |



# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                              | High      | Low        | Medium    | ATTIR Total |
|--------|-------------------------------|------------------------------|-----------|------------|-----------|-------------|
| Health | PCHELPS Gmail                 | Assigned to Individual Total | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|        | Rural Central Desktop Support | Gerald Adams                 | 0<br>0.00 | 2<br>0.00  | 0<br>0.00 | 2<br>0.00   |
|        |                               | Paul Petersen                | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|        |                               | Rod Montoya                  | 0<br>0.00 | 5<br>0.04  | 0<br>0.00 | 5<br>0.04   |
|        |                               | Ron LeBaron                  | 0<br>0.00 | 3<br>0.00  | 0<br>0.00 | 3<br>0.00   |
|        |                               | Assigned to Individual Total | 0<br>0.00 | 11<br>0.02 | 0<br>0.00 | 11<br>0.02  |
|        | Rural North Desktop Support   | Dane Smith                   | 0<br>0.00 | 1<br>0.46  | 0<br>0.00 | 1<br>0.46   |
|        |                               | Kim Ratushniak               | 0<br>0.00 | 3<br>0.00  | 0<br>0.00 | 3<br>0.00   |
|        |                               | Ruston McKay                 | 0<br>0.00 | 8<br>0.12  | 0<br>0.00 | 8<br>0.12   |
|        |                               | Assigned to Individual Total | 0<br>0.00 | 12<br>0.12 | 0<br>0.00 | 12<br>0.12  |
|        | Rural South Desktop Support   | Dan Anthony                  | 0<br>0.00 | 1<br>0.34  | 0<br>0.00 | 1<br>0.34   |
|        |                               | Joel Finlinson               | 0<br>0.00 | 1<br>0.65  | 0<br>0.00 | 1<br>0.65   |
|        |                               | Julie Christensen            | 0<br>0.00 | 1<br>0.33  | 0<br>0.00 | 1<br>0.33   |
|        |                               | Lance Nay                    | 0<br>0.00 | 2<br>0.00  | 0<br>0.00 | 2<br>0.00   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                                |                                     | High        | Low        | Medium     | ATTIR Total |
|--------|--------------------------------|-------------------------------------|-------------|------------|------------|-------------|
| Health | Rural South Desktop Support    | Lane Adams                          | 0<br>0.00   | 1<br>0.76  | 0<br>0.00  | 1<br>0.76   |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0.00   | 6<br>0.35  | 0<br>0.00  | 6<br>0.35   |
|        | Strategic Communications       | Dennis Rogers                       | 0<br>0.00   | 1<br>0.49  | 0<br>0.00  | 1<br>0.49   |
|        |                                | Kacie Neutz                         | 0<br>0.00   | 2<br>1.53  | 0<br>0.00  | 2<br>1.53   |
|        |                                | Luis Larios                         | 0<br>0.00   | 3<br>0.25  | 0<br>0.00  | 3<br>0.25   |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0.00   | 6<br>0.72  | 0<br>0.00  | 6<br>0.72   |
|        | Technical Lead/Project Manager | Corona Ngatuvai                     | 1<br>214.57 | 0<br>0.00  | 0<br>0.00  | 1<br>214.57 |
|        |                                | Dustin Crump                        | 0<br>0.00   | 2<br>1.34  | 0<br>0.00  | 2<br>1.34   |
|        |                                | Fred Schmidt                        | 0<br>0.00   | 2<br>0.43  | 0<br>0.00  | 2<br>0.43   |
|        |                                | John Stephenson                     | 0<br>0.00   | 6<br>1.84  | 0<br>0.00  | 6<br>1.84   |
|        |                                | Mart Gardner                        | 1<br>1.19   | 20<br>1.87 | 0<br>0.00  | 21<br>1.84  |
|        |                                | Martin Gonzalez                     | 0<br>0.00   | 0<br>0.00  | 1<br>0.54  | 1<br>0.54   |
|        |                                | Paul Lundell                        | 0<br>0.00   | 0<br>0.00  | 3<br>17.33 | 3<br>17.33  |
|        |                                | <b>Assigned to Individual Total</b> | 2<br>107.88 | 30<br>1.73 | 4<br>13.13 | 36<br>8.90  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|                        |                         |                                 | High       | Low         | Medium     | ATTIR Total |
|------------------------|-------------------------|---------------------------------|------------|-------------|------------|-------------|
| Health                 | Voice Operations        | Gail Christiansen               | 0<br>0.00  | 1<br>0.22   | 0<br>0.00  | 1<br>0.22   |
|                        |                         | James Gifford                   | 0<br>0.00  | 3<br>0.26   | 0<br>0.00  | 3<br>0.26   |
|                        |                         | Kelly Johnson                   | 0<br>0.00  | 1<br>0.32   | 0<br>0.00  | 1<br>0.32   |
|                        |                         | Romanza Hamblin<br>Sorensen     | 0<br>0.00  | 8<br>0.30   | 0<br>0.00  | 8<br>0.30   |
|                        |                         | Assigned to Individual<br>Total | 0<br>0.00  | 13<br>0.29  | 0<br>0.00  | 13<br>0.29  |
|                        | Voice/Data/WAN Services | Greg Blessing                   | 0<br>0.00  | 1<br>0.11   | 0<br>0.00  | 1<br>0.11   |
|                        |                         | Mitch Hood                      | 0<br>0.00  | 1<br>0.29   | 0<br>0.00  | 1<br>0.29   |
|                        |                         | T Artis                         | 0<br>0.00  | 2<br>0.59   | 0<br>0.00  | 2<br>0.59   |
|                        |                         | Assigned to Individual<br>Total | 0<br>0.00  | 4<br>0.39   | 0<br>0.00  | 4<br>0.39   |
|                        | Assigned Group Total    |                                 | 7<br>31.13 | 725<br>1.39 | 12<br>9.72 | 744<br>1.80 |
| Customer Company Total |                         |                                 | 7<br>31.13 | 725<br>1.39 | 12<br>9.72 | 744<br>1.80 |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group                        | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Resolution |          |        |          |
|------------------|---------------------------------------|-------------------------------------|---|----------|--------|----------|
|                  |                                       |                                     | High  | Low      | Medium | MR Total |
| Health           | Application Services                  | Danielle Hood                       | 1<br>0  | 11<br>8  | 3<br>3 | 15<br>11 |
|                  |                                       | Dustin Crump                        | 1<br>0  | 11<br>2  | 0<br>0 | 12<br>2  |
|                  |                                       | Martin Gonzalez                     | 1<br>0  | 0<br>0   | 0<br>0 | 1<br>0   |
|                  |                                       | Paul Lundell                        | 0<br>0  | 3<br>3   | 0<br>0 | 3<br>3   |
|                  |                                       | Terry Forsgren                      | 0<br>0  | 8<br>1   | 0<br>0 | 8<br>1   |
|                  |                                       | Tony Larsen                         | 0<br>0  | 12<br>4  | 0<br>0 | 12<br>4  |
|                  |                                       | <b>Assigned to Individual Total</b> | 3<br>0  | 45<br>18 | 3<br>3 | 51<br>21 |
|                  | Application Support - Content Manager | Nate Olson                          | 0<br>0  | 1<br>0   | 0<br>0 | 1<br>0   |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0  | 1<br>0   | 0<br>0 | 1<br>0   |
|                  | Application Support - LIMS            | Richard Kurzban                     | 0<br>0  | 1<br>0   | 0<br>0 | 1<br>0   |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0  | 1<br>0   | 0<br>0 | 1<br>0   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                              | High   | Low    | Medium | MR Total |
|--------|------------------------------|------------------------------|--------|--------|--------|----------|
| Health | Application Support - Oracle | Ryan Nicol                   | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0   |
|        |                              | Tony Hess                    | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        |                              | Assigned to Individual Total | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0   |
|        | Billing                      | Kristen Mar                  | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        |                              | Assigned to Individual Total | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        | Campus Networking            | Jordy Davis                  | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1   |
|        |                              | Robert Ryan                  | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        |                              | Assigned to Individual Total | 0<br>0 | 3<br>1 | 0<br>0 | 3<br>1   |
|        | Capitol Desktop Support      | Chad Poll                    | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        |                              | Tom Hanson                   | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        |                              | Assigned to Individual Total | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|        | Capitol Hosting              | Curtis Parker                | 0<br>0 | 0<br>0 | 1<br>1 | 1<br>1   |
|        |                              | Kyle Burkhardt               | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|        |                              | Assigned to Individual Total | 0<br>0 | 1<br>0 | 1<br>1 | 2<br>1   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                     |                                     | High   | Low      | Medium | MR Total |
|--------|---------------------|-------------------------------------|--------|----------|--------|----------|
| Health | Contracts           | Laura Larsen                        | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        | Enterprise Security | Bobette Phillips                    | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                     | Dan Cook                            | 0<br>0 | 3<br>1   | 0<br>0 | 3<br>1   |
|        |                     | Jed Johnson                         | 0<br>0 | 5<br>4   | 0<br>0 | 5<br>4   |
|        |                     | Sharon Smith                        | 0<br>0 | 5<br>5   | 0<br>0 | 5<br>5   |
|        |                     | <b>Assigned to Individual Total</b> | 0<br>0 | 14<br>10 | 0<br>0 | 14<br>10 |
|        | Help Desk           | Brenda Treadway                     | 0<br>0 | 17<br>0  | 0<br>0 | 17<br>0  |
|        |                     | Dawn Wayment                        | 0<br>0 | 2<br>1   | 0<br>0 | 2<br>1   |
|        |                     | Eileen Dubach                       | 0<br>0 | 12<br>0  | 0<br>0 | 12<br>0  |
|        |                     | James Stearns                       | 0<br>0 | 10<br>2  | 0<br>0 | 10<br>2  |
|        |                     | Julie VanBeekum                     | 0<br>0 | 16<br>2  | 0<br>0 | 16<br>2  |
|        |                     | Sarah Johnson                       | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                     | Vicky Marrelli                      | 0<br>0 | 21<br>1  | 0<br>0 | 21<br>1  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                           |                              | High | Low | Medium | MR Total |
|--------|---------------------------|------------------------------|------|-----|--------|----------|
| Health | Help Desk                 | Assigned to Individual Total | 0    | 79  | 0      | 79       |
|        |                           |                              | 0    | 6   | 0      | 6        |
|        | Mainframe Systems Support | Greg Shoop                   | 0    | 1   | 0      | 1        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Assigned to Individual Total | 0    | 1   | 0      | 1        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        | Metro A Help Desk         | Ed Conrad                    | 0    | 1   | 0      | 1        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Edward Fortner               | 0    | 2   | 0      | 2        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Assigned to Individual Total | 0    | 3   | 0      | 3        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        | Metro B Desktop Support   | Austin Farey                 | 0    | 1   | 0      | 1        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Cindy Reed                   | 0    | 1   | 0      | 1        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Mike Wilde                   | 0    | 2   | 0      | 2        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Assigned to Individual Total | 0    | 4   | 0      | 4        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        | Metro B Help Desk         | Gary Graham                  | 0    | 1   | 0      | 1        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Todd Manning                 | 0    | 2   | 0      | 2        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Val Shepherd                 | 0    | 2   | 0      | 2        |
|        |                           |                              | 0    | 0   | 0      | 0        |
|        |                           | Assigned to Individual Total | 0    | 5   | 0      | 5        |
|        |                           |                              | 0    | 0   | 0      | 0        |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High   | Low      | Medium | MR Total |
|--------|------------------------------|-------------------------------------|--------|----------|--------|----------|
| Health | Metro C Help Desk            | Chris Olson                         | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                              | Reed Stohel                         | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                              | Ross Owen                           | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0   | 0<br>0 | 3<br>0   |
|        | Metro C West Desktop Support | Cody Flanders                       | 0<br>0 | 10<br>1  | 0<br>0 | 10<br>1  |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 10<br>1  | 0<br>0 | 10<br>1  |
|        | Metro D Desktop Support      | Eldon Jenson                        | 0<br>0 | 45<br>0  | 0<br>0 | 45<br>0  |
|        |                              | Michael Schmidt                     | 0<br>0 | 28<br>2  | 0<br>0 | 28<br>2  |
|        |                              | Philip Henderson                    | 0<br>0 | 64<br>4  | 1<br>0 | 65<br>4  |
|        |                              | Steve Gibb                          | 0<br>0 | 13<br>2  | 0<br>0 | 13<br>2  |
|        |                              | Tina West                           | 0<br>0 | 15<br>0  | 0<br>0 | 15<br>0  |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0 | 165<br>8 | 1<br>0 | 166<br>8 |
|        | Metro D Help Desk            | Doug Brown                          | 1<br>0 | 94<br>2  | 0<br>0 | 95<br>2  |
|        |                              | John Robinson                       | 0<br>0 | 43<br>1  | 0<br>0 | 43<br>1  |



# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High   | Low      | Medium | MR Total |
|--------|-------------------------------|-------------------------------------|--------|----------|--------|----------|
| Health | Metro D Help Desk             | Matthew Earl                        | 0<br>0 | 91<br>3  | 1<br>0 | 92<br>3  |
|        |                               | <b>Assigned to Individual Total</b> | 1<br>0 | 228<br>6 | 1<br>0 | 230<br>6 |
|        | Metro D Hosting               | David Hert                          | 1<br>0 | 1<br>0   | 1<br>0 | 3<br>0   |
|        |                               | Donny Ford                          | 0<br>0 | 5<br>1   | 0<br>0 | 5<br>1   |
|        |                               | Glenn Lepore                        | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                               | Sean McMillan                       | 0<br>0 | 12<br>2  | 0<br>0 | 12<br>2  |
|        |                               | Steven Haderlie                     | 0<br>0 | 4<br>2   | 1<br>0 | 5<br>2   |
|        |                               | <b>Assigned to Individual Total</b> | 1<br>0 | 23<br>5  | 2<br>0 | 26<br>5  |
|        | Operations Production Control | Cal Brinton                         | 0<br>0 | 7<br>0   | 0<br>0 | 7<br>0   |
|        |                               | Christie Burnham                    | 0<br>0 | 10<br>0  | 0<br>0 | 10<br>0  |
|        |                               | Duane Hardy                         | 0<br>0 | 30<br>0  | 0<br>0 | 30<br>0  |
|        |                               | None                                | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|        |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 48<br>0  | 0<br>0 | 48<br>0  |
|        | PCHELPS Gmail                 | Chris Olson                         | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High | Low | Medium | MR Total |
|--------|-------------------------------|-------------------------------------|------|-----|--------|----------|
| Health | PCHELPS Gmail                 | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        | Rural Central Desktop Support | Gerald Adams                        | 0    | 2   | 0      | 2        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | Paul Petersen                       | 0    | 1   | 0      | 1        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | Rod Montoya                         | 0    | 5   | 0      | 5        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | Ron LeBaron                         | 0    | 3   | 0      | 3        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 11  | 0      | 11       |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        | Rural North Desktop Support   | Dane Smith                          | 0    | 1   | 0      | 1        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | Kim Ratushniak                      | 0    | 3   | 0      | 3        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        | Rural South Desktop Support   | Ruston McKay                        | 0    | 8   | 0      | 8        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | <b>Assigned to Individual Total</b> | 0    | 12  | 0      | 12       |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        | Rural South Desktop Support   | Dan Anthony                         | 0    | 1   | 0      | 1        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        |                               | Joel Finlinson                      | 0    | 1   | 0      | 1        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        | Rural South Desktop Support   | Julie Christensen                   | 0    | 1   | 0      | 1        |
|        |                               |                                     | 0    | 0   | 0      | 0        |
|        | Rural South Desktop Support   | Lance Nay                           | 0    | 2   | 0      | 2        |
|        |                               |                                     | 0    | 0   | 0      | 0        |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                                |                                     | High   | Low     | Medium | MR Total |
|--------|--------------------------------|-------------------------------------|--------|---------|--------|----------|
| Health | Rural South Desktop Support    | Lane Adams                          | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>0  | 0<br>0 | 6<br>0   |
|        | Strategic Communications       | Dennis Rogers                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|        |                                | Kacie Neutz                         | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|        |                                | Luis Larios                         | 0<br>0 | 3<br>2  | 0<br>0 | 3<br>2   |
|        |                                | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>2  | 0<br>0 | 6<br>2   |
|        | Technical Lead/Project Manager | Corona Ngatuvai                     | 1<br>1 | 0<br>0  | 0<br>0 | 1<br>1   |
|        |                                | Dustin Crump                        | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|        |                                | Fred Schmidt                        | 0<br>0 | 2<br>1  | 0<br>0 | 2<br>1   |
|        |                                | John Stephenson                     | 0<br>0 | 6<br>1  | 0<br>0 | 6<br>1   |
|        |                                | Mart Gardner                        | 1<br>1 | 20<br>4 | 0<br>0 | 21<br>5  |
|        |                                | Martin Gonzalez                     | 0<br>0 | 0<br>0  | 1<br>0 | 1<br>0   |
|        |                                | Paul Lundell                        | 0<br>0 | 0<br>0  | 3<br>2 | 3<br>2   |
|        |                                | <b>Assigned to Individual Total</b> | 2<br>2 | 30<br>6 | 4<br>2 | 36<br>10 |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|                        |                         |                                 | High   | Low       | Medium  | MR Total  |
|------------------------|-------------------------|---------------------------------|--------|-----------|---------|-----------|
| Health                 | Voice Operations        | Gail Christiansen               | 0<br>0 | 1<br>0    | 0<br>0  | 1<br>0    |
|                        |                         | James Gifford                   | 0<br>0 | 3<br>0    | 0<br>0  | 3<br>0    |
|                        |                         | Kelly Johnson                   | 0<br>0 | 1<br>0    | 0<br>0  | 1<br>0    |
|                        |                         | Romanza Hamblin<br>Sorensen     | 0<br>0 | 8<br>0    | 0<br>0  | 8<br>0    |
|                        |                         | Assigned to Individual<br>Total | 0<br>0 | 13<br>0   | 0<br>0  | 13<br>0   |
|                        | Voice/Data/WAN Services | Greg Blessing                   | 0<br>0 | 1<br>0    | 0<br>0  | 1<br>0    |
|                        |                         | Mitch Hood                      | 0<br>0 | 1<br>0    | 0<br>0  | 1<br>0    |
|                        |                         | T Artis                         | 0<br>0 | 2<br>0    | 0<br>0  | 2<br>0    |
|                        |                         | Assigned to Individual<br>Total | 0<br>0 | 4<br>0    | 0<br>0  | 4<br>0    |
|                        | Assigned Group Total    |                                 | 7<br>2 | 725<br>63 | 12<br>6 | 744<br>71 |
| Customer Company Total |                         |                                 | 7<br>2 | 725<br>63 | 12<br>6 | 744<br>71 |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group                        | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Average time in hours |             |            |             |
|------------------|---------------------------------------|-------------------------------------|---|-------------|------------|-------------|
|                  |                                       |                                     | High  | Low         | Medium     | ATTR Total  |
| Health           | Application Services                  | Danielle Hood                       | 1<br>1.70   | 11<br>23.39 | 3<br>20.59 | 15<br>21.38 |
|                  |                                       | Dustin Crump                        | 1<br>1.55   | 11<br>7.84  | 0<br>0.00  | 12<br>7.32  |
|                  |                                       | Martin Gonzalez                     | 1<br>0.45   | 0<br>0.00   | 0<br>0.00  | 1<br>0.45   |
|                  |                                       | Paul Lundell                        | 0<br>0.00   | 3<br>27.79  | 0<br>0.00  | 3<br>27.79  |
|                  |                                       | Terry Forsgren                      | 0<br>0.00   | 8<br>2.12   | 0<br>0.00  | 8<br>2.12   |
|                  |                                       | Tony Larsen                         | 0<br>0.00   | 12<br>8.58  | 0<br>0.00  | 12<br>8.58  |
|                  |                                       | <b>Assigned to Individual Total</b> | 3<br>1.24   | 45<br>12.15 | 3<br>20.59 | 51<br>12.01 |
|                  | Application Support - Content Manager | Nate Olson                          | 0<br>0.00   | 1<br>0.64   | 0<br>0.00  | 1<br>0.64   |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0.00   | 1<br>0.64   | 0<br>0.00  | 1<br>0.64   |
|                  | Application Support - LIMS            | Richard Kurzban                     | 0<br>0.00   | 1<br>1.69   | 0<br>0.00  | 1<br>1.69   |
|                  |                                       | <b>Assigned to Individual Total</b> | 0<br>0.00   | 1<br>1.69   | 0<br>0.00  | 1<br>1.69   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High      | Low         | Medium    | ATTR Total  |
|--------|------------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Health | Application Support - Oracle | Ryan Nicol                          | 0<br>0.00 | 3<br>2.49   | 0<br>0.00 | 3<br>2.49   |
|        |                              | Tony Hess                           | 0<br>0.00 | 1<br>0.17   | 0<br>0.00 | 1<br>0.17   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 4<br>1.91   | 0<br>0.00 | 4<br>1.91   |
|        | Billing                      | Kristen Mar                         | 0<br>0.00 | 1<br>1.14   | 0<br>0.00 | 1<br>1.14   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>1.14   | 0<br>0.00 | 1<br>1.14   |
|        | Campus Networking            | Jordy Davis                         | 0<br>0.00 | 2<br>133.13 | 0<br>0.00 | 2<br>133.13 |
|        |                              | Robert Ryan                         | 0<br>0.00 | 1<br>0.75   | 0<br>0.00 | 1<br>0.75   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>89.00  | 0<br>0.00 | 3<br>89.00  |
|        | Capitol Desktop Support      | Chad Poll                           | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        | Capitol Hosting              | Curtis Parker                       | 0<br>0.00 | 0<br>0.00   | 1<br>8.10 | 1<br>8.10   |
|        |                              | Kyle Burkhardt                      | 0<br>0.00 | 1<br>0.73   | 0<br>0.00 | 1<br>0.73   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>0.73   | 1<br>8.10 | 2<br>4.42   |
|        | Contracts                    | Laura Larsen                        | 0<br>0.00 | 1<br>0.30   | 0<br>0.00 | 1<br>0.30   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                     |                              | High      | Low         | Medium    | ATTR Total  |
|--------|---------------------|------------------------------|-----------|-------------|-----------|-------------|
| Health | Contracts           | Assigned to Individual Total | 0<br>0.00 | 1<br>0.30   | 0<br>0.00 | 1<br>0.30   |
|        | Enterprise Security | Bobette Phillips             | 0<br>0.00 | 1<br>0.35   | 0<br>0.00 | 1<br>0.35   |
|        |                     | Dan Cook                     | 0<br>0.00 | 3<br>7.07   | 0<br>0.00 | 3<br>7.07   |
|        |                     | Jed Johnson                  | 0<br>0.00 | 5<br>11.20  | 0<br>0.00 | 5<br>11.20  |
|        |                     | Sharon Smith                 | 0<br>0.00 | 5<br>28.88  | 0<br>0.00 | 5<br>28.88  |
|        |                     | Assigned to Individual Total | 0<br>0.00 | 14<br>15.85 | 0<br>0.00 | 14<br>15.85 |
|        | Help Desk           | Brenda Treadway              | 0<br>0.00 | 17<br>0.29  | 0<br>0.00 | 17<br>0.29  |
|        |                     | Dawn Wayment                 | 0<br>0.00 | 2<br>27.58  | 0<br>0.00 | 2<br>27.58  |
|        |                     | Eileen Dubach                | 0<br>0.00 | 12<br>0.19  | 0<br>0.00 | 12<br>0.19  |
|        |                     | James Stearns                | 0<br>0.00 | 10<br>2.09  | 0<br>0.00 | 10<br>2.09  |
|        |                     | Julie VanBeekum              | 0<br>0.00 | 16<br>2.39  | 0<br>0.00 | 16<br>2.39  |
|        |                     | Sarah Johnson                | 0<br>0.00 | 1<br>2.64   | 0<br>0.00 | 1<br>2.64   |
|        |                     | Vicky Marrelli               | 0<br>0.00 | 21<br>1.10  | 0<br>0.00 | 21<br>1.10  |
|        |                     | Assigned to Individual Total | 0<br>0.00 | 79<br>1.88  | 0<br>0.00 | 79<br>1.88  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                           |                                     | High      | Low       | Medium    | ATTR Total |
|--------|---------------------------|-------------------------------------|-----------|-----------|-----------|------------|
| Health | Mainframe Systems Support | Greg Shoop                          | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02  |
|        |                           | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>0.02 | 0<br>0.00 | 1<br>0.02  |
|        | Metro A Help Desk         | Ed Conrad                           | 0<br>0.00 | 1<br>0.61 | 0<br>0.00 | 1<br>0.61  |
|        |                           | Edward Fortner                      | 0<br>0.00 | 2<br>0.09 | 0<br>0.00 | 2<br>0.09  |
|        |                           | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.26 | 0<br>0.00 | 3<br>0.26  |
|        | Metro B Desktop Support   | Austin Farey                        | 0<br>0.00 | 1<br>0.46 | 0<br>0.00 | 1<br>0.46  |
|        |                           | Cindy Reed                          | 0<br>0.00 | 1<br>0.87 | 0<br>0.00 | 1<br>0.87  |
|        |                           | Mike Wilde                          | 0<br>0.00 | 2<br>2.51 | 0<br>0.00 | 2<br>2.51  |
|        |                           | <b>Assigned to Individual Total</b> | 0<br>0.00 | 4<br>1.59 | 0<br>0.00 | 4<br>1.59  |
|        | Metro B Help Desk         | Gary Graham                         | 0<br>0.00 | 1<br>1.50 | 0<br>0.00 | 1<br>1.50  |
|        |                           | Todd Manning                        | 0<br>0.00 | 2<br>1.85 | 0<br>0.00 | 2<br>1.85  |
|        |                           | Val Shepherd                        | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00  |
|        |                           | <b>Assigned to Individual Total</b> | 0<br>0.00 | 5<br>1.04 | 0<br>0.00 | 5<br>1.04  |
|        | Metro C Help Desk         | Chris Olson                         | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |



# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                              |                                     | High      | Low         | Medium    | ATTR Total  |
|--------|------------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Health | Metro C Help Desk            | Reed Stohel                         | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                              | Ross Owen                           | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.00   | 0<br>0.00 | 3<br>0.00   |
|        | Metro C West Desktop Support | Cody Flanders                       | 0<br>0.00 | 9<br>1.63   | 0<br>0.00 | 9<br>1.63   |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 9<br>1.63   | 0<br>0.00 | 9<br>1.63   |
|        | Metro D Desktop Support      | Eldon Jenson                        | 0<br>0.00 | 45<br>1.80  | 0<br>0.00 | 45<br>1.80  |
|        |                              | Michael Schmidt                     | 0<br>0.00 | 28<br>2.17  | 0<br>0.00 | 28<br>2.17  |
|        |                              | Philip Henderson                    | 0<br>0.00 | 64<br>2.41  | 1<br>0.00 | 65<br>2.41  |
|        |                              | Steve Gibb                          | 0<br>0.00 | 13<br>2.47  | 0<br>0.00 | 13<br>2.47  |
|        |                              | Tina West                           | 0<br>0.00 | 15<br>1.05  | 0<br>0.00 | 15<br>1.05  |
|        |                              | <b>Assigned to Individual Total</b> | 0<br>0.00 | 165<br>2.09 | 1<br>0.00 | 166<br>2.09 |
|        | Metro D Help Desk            | Doug Brown                          | 1<br>0.00 | 94<br>0.52  | 0<br>0.00 | 95<br>0.51  |
|        |                              | John Robinson                       | 0<br>0.00 | 43<br>0.62  | 0<br>0.00 | 43<br>0.62  |
|        |                              | Matthew Earl                        | 0<br>0.00 | 91<br>1.13  | 1<br>0.14 | 92<br>1.12  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                              | High      | Low         | Medium    | ATTR Total  |
|--------|-------------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Health | Metro D Help Desk             | Assigned to Individual Total | 1<br>0.00 | 228<br>0.78 | 1<br>0.14 | 230<br>0.78 |
|        | Metro D Hosting               | David Hert                   | 1<br>1.13 | 1<br>1.54   | 1<br>0.62 | 3<br>1.10   |
|        |                               | Donny Ford                   | 0<br>0.00 | 5<br>6.12   | 0<br>0.00 | 5<br>6.12   |
|        |                               | Glenn Lepore                 | 0<br>0.00 | 1<br>3.90   | 0<br>0.00 | 1<br>3.90   |
|        |                               | Sean McMillan                | 0<br>0.00 | 12<br>3.46  | 0<br>0.00 | 12<br>3.46  |
|        |                               | Steven Haderlie              | 0<br>0.00 | 4<br>9.86   | 1<br>2.12 | 5<br>8.31   |
|        |                               | Assigned to Individual Total | 1<br>1.13 | 23<br>5.16  | 2<br>1.37 | 26<br>4.69  |
|        | Operations Production Control | Cal Brinton                  | 0<br>0.00 | 7<br>0.38   | 0<br>0.00 | 7<br>0.38   |
|        |                               | Christie Burnham             | 0<br>0.00 | 10<br>0.46  | 0<br>0.00 | 10<br>0.46  |
|        |                               | Duane Hardy                  | 0<br>0.00 | 30<br>0.37  | 0<br>0.00 | 30<br>0.37  |
|        |                               | None                         | 0<br>0.00 | 1<br>0.20   | 0<br>0.00 | 1<br>0.20   |
|        |                               | Assigned to Individual Total | 0<br>0.00 | 48<br>0.39  | 0<br>0.00 | 48<br>0.39  |
|        | PCHELPS Gmail                 | Chris Olson                  | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|        |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |                                     | High      | Low        | Medium    | ATTR Total |
|--------|-------------------------------|-------------------------------------|-----------|------------|-----------|------------|
| Health | Rural Central Desktop Support | Gerald Adams                        | 0<br>0.00 | 2<br>1.76  | 0<br>0.00 | 2<br>1.76  |
|        |                               | Paul Petersen                       | 0<br>0.00 | 1<br>0.53  | 0<br>0.00 | 1<br>0.53  |
|        |                               | Rod Montoya                         | 0<br>0.00 | 5<br>0.11  | 0<br>0.00 | 5<br>0.11  |
|        |                               | Ron LeBaron                         | 0<br>0.00 | 3<br>0.00  | 0<br>0.00 | 3<br>0.00  |
|        |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 11<br>0.46 | 0<br>0.00 | 11<br>0.46 |
|        | Rural North Desktop Support   | Dane Smith                          | 0<br>0.00 | 1<br>0.46  | 0<br>0.00 | 1<br>0.46  |
|        |                               | Kim Ratushniak                      | 0<br>0.00 | 3<br>0.00  | 0<br>0.00 | 3<br>0.00  |
|        |                               | Ruston McKay                        | 0<br>0.00 | 8<br>0.20  | 0<br>0.00 | 8<br>0.20  |
|        |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 12<br>0.17 | 0<br>0.00 | 12<br>0.17 |
|        | Rural South Desktop Support   | Dan Anthony                         | 0<br>0.00 | 1<br>0.34  | 0<br>0.00 | 1<br>0.34  |
|        |                               | Joel Finlinson                      | 0<br>0.00 | 1<br>0.65  | 0<br>0.00 | 1<br>0.65  |
|        |                               | Julie Christensen                   | 0<br>0.00 | 1<br>0.50  | 0<br>0.00 | 1<br>0.50  |
|        |                               | Lance Nay                           | 0<br>0.00 | 2<br>0.00  | 0<br>0.00 | 2<br>0.00  |
|        |                               | Lane Adams                          | 0<br>0.00 | 1<br>0.76  | 0<br>0.00 | 1<br>0.76  |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                                |                              | High        | Low         | Medium     | ATTR Total  |
|--------|--------------------------------|------------------------------|-------------|-------------|------------|-------------|
| Health | Rural South Desktop Support    | Assigned to Individual Total | 0<br>0.00   | 6<br>0.37   | 0<br>0.00  | 6<br>0.37   |
|        | Strategic Communications       | Dennis Rogers                | 0<br>0.00   | 1<br>2.73   | 0<br>0.00  | 1<br>2.73   |
|        |                                | Kacie Neutz                  | 0<br>0.00   | 2<br>1.53   | 0<br>0.00  | 2<br>1.53   |
|        |                                | Luis Larios                  | 0<br>0.00   | 3<br>6.11   | 0<br>0.00  | 3<br>6.11   |
|        |                                | Assigned to Individual Total | 0<br>0.00   | 6<br>4.02   | 0<br>0.00  | 6<br>4.02   |
|        | Technical Lead/Project Manager | Corona Ngatuvai              | 1<br>214.57 | 0<br>0.00   | 0<br>0.00  | 1<br>214.57 |
|        |                                | Dustin Crump                 | 0<br>0.00   | 2<br>1.37   | 0<br>0.00  | 2<br>1.37   |
|        |                                | Fred Schmidt                 | 0<br>0.00   | 2<br>101.62 | 0<br>0.00  | 2<br>101.62 |
|        |                                | John Stephenson              | 0<br>0.00   | 6<br>4.59   | 0<br>0.00  | 6<br>4.59   |
|        |                                | Mart Gardner                 | 1<br>71.50  | 20<br>3.68  | 0<br>0.00  | 21<br>6.91  |
|        |                                | Martin Gonzalez              | 0<br>0.00   | 0<br>0.00   | 1<br>0.54  | 1<br>0.54   |
|        |                                | Paul Lundell                 | 0<br>0.00   | 0<br>0.00   | 3<br>12.37 | 3<br>12.37  |
|        |                                | Assigned to Individual Total | 2<br>143.03 | 30<br>10.24 | 4<br>9.41  | 36<br>17.53 |
|        | Voice Operations               | Gail Christiansen            | 0<br>0.00   | 1<br>0.22   | 0<br>0.00  | 1<br>0.22   |

# Enterprise Incident Report November 2012

As of 12/4/2012

Health

|        |                               |   | High       | Low         | Medium      | ATTR Total  |
|--------|-------------------------------|---|------------|-------------|-------------|-------------|
| Health | Voice Operations              | James Gifford                           | 0<br>0.00  | 3<br>0.88   | 0<br>0.00   | 3<br>0.88   |
|        |                               | Kelly Johnson                           | 0<br>0.00  | 1<br>0.32   | 0<br>0.00   | 1<br>0.32   |
|        |                               | Romanza Hamblin<br>Sorensen             | 0<br>0.00  | 8<br>0.91   | 0<br>0.00   | 8<br>0.91   |
|        |                               | <b>Assigned to Individual<br/>Total</b> | 0<br>0.00  | 13<br>0.81  | 0<br>0.00   | 13<br>0.81  |
|        | Voice/Data/WAN Services       | Greg Blessing                           | 0<br>0.00  | 1<br>1.21   | 0<br>0.00   | 1<br>1.21   |
|        |                               | Mitch Hood                              | 0<br>0.00  | 1<br>2.91   | 0<br>0.00   | 1<br>2.91   |
|        |                               | T Artis                                 | 0<br>0.00  | 2<br>1.10   | 0<br>0.00   | 2<br>1.10   |
|        |                               | <b>Assigned to Individual<br/>Total</b> | 0<br>0.00  | 4<br>1.58   | 0<br>0.00   | 4<br>1.58   |
|        | <b>Assigned Group Total</b>   |   | 7<br>41.56 | 723<br>3.11 | 12<br>10.04 | 742<br>3.58 |
|        | <b>Customer Company Total</b> |   | 7<br>41.56 | 723<br>3.11 | 12<br>10.04 | 742<br>3.58 |

## Enterprise Incident Report November 2012

As of 12/4/2012

Health

## Detail

|                        |                                     |                  |             |                       |          |                 |        |
|------------------------|-------------------------------------|------------------|-------------|-----------------------|----------|-----------------|--------|
| <b>INC000000563328</b> | Ivett Cordova                       | Application      | Error       | None                  |          | TIR Missed: No  | 0.59   |
|                        | Campus Networking                   | Robert Ryan      | Health      | Low                   | Resolved | TTR Missed: No  | 0.75   |
| <b>INC000000579831</b> | Sarah Atherton                      | Network          | Error       | None                  |          | TIR Missed: No  | 0.21   |
|                        | Campus Networking                   | Jordy Davis      | Health      | Low                   | Closed   | TTR Missed: Yes | 264.86 |
| <b>INC000000585271</b> | John Campbell                       | Application      | None        | None                  |          | TIR Missed: No  | 0.85   |
|                        | Metro D Desktop Support             | Michael Schmidt  | Health      | Low                   | Closed   | TTR Missed: No  | 0.99   |
| <b>INC000000585320</b> | Ron Schindler                       | None             | None        | None                  |          | TIR Missed: No  | 0.86   |
|                        | Technical Lead/Project Manager      | Fred Schmidt     | Health      | Low                   | Closed   | TTR Missed: No  | 3.73   |
| <b>INC000000593868</b> | Avis Burrows                        | PC/Laptop        | Hardware    | None                  |          | TIR Missed: No  | 0.76   |
|                        | Rural South Desktop Support         | Lane Adams       | Health      | Low                   | Closed   | TTR Missed: No  | 0.76   |
| <b>INC000000594472</b> | Purita Buck                         | Network          | Performance | None                  |          | TIR Missed: No  | 0.00   |
|                        | Technical Lead/Project Manager      | Fred Schmidt     | Health      | Low                   | Resolved | TTR Missed: Yes | 199.52 |
| <b>INC000000596272</b> | David Meadows                       | Application      | None        | PGP                   |          | TIR Missed: No  | 0.05   |
|                        | Application Services                | Tony Larsen      | Health      | Low                   | Closed   | TTR Missed: No  | 1.26   |
| <b>INC000000598215</b> | Randa Pickle                        | Application      | Error       | Content Manager       |          | TIR Missed: No  | 0.64   |
|                        | Application Support - Content Manag | Nate Olson       | Health      | Low                   | Closed   | TTR Missed: No  | 0.64   |
| <b>INC000000598681</b> | Linda Beal                          | Application      | Error       | Citrix ICA Client     |          | TIR Missed: Yes | 1.43   |
|                        | Application Services                | Tony Larsen      | Health      | Low                   | Closed   | TTR Missed: No  | 2.58   |
| <b>INC000000598785</b> | Debra K Miller                      | Application      | Error       | SAFE                  |          | TIR Missed: No  | 0.75   |
|                        | Rural North Desktop Support         | Ruston McKay     | Health      | Low                   | Closed   | TTR Missed: No  | 0.75   |
| <b>INC000000598928</b> | Jana Coombs                         | Application      | Error       | Citrix ICA Client     |          | TIR Missed: Yes | 2.11   |
|                        | Application Services                | Tony Larsen      | Health      | Low                   | Closed   | TTR Missed: No  | 2.29   |
| <b>INC000000600153</b> | Ynhi Nguyen                         | Application      | Password    | Utah Master Directory |          | TIR Missed: No  | 0.40   |
|                        | Help Desk                           | Eileen Dubach    | Health      | Low                   | Closed   | TTR Missed: No  | 0.40   |
| <b>INC000000600225</b> | Catherine Sparks                    | Application      | Reporting   | Novell GroupWise      |          | TIR Missed: No  | 0.55   |
|                        | Metro D Desktop Support             | Philip Henderson | Health      | Low                   | Closed   | TTR Missed: No  | 1.66   |
| <b>INC000000600571</b> | Michael R Jensen                    | EIS Hardware     | Printer     | None                  |          | TIR Missed: No  | 0.19   |
|                        | Strategic Communications            | Luis Larios      | Health      | Low                   | Closed   | TTR Missed: No  | 0.20   |
| <b>INC000000600653</b> | Michael R Jensen                    | EIS Hardware     | Printer     | None                  |          | TIR Missed: Yes | 2.23   |
|                        | Strategic Communications            | Kacie Neutz      | Health      | Low                   | Closed   | TTR Missed: No  | 2.23   |
| <b>INC000000600810</b> | Michael R Jensen                    | EIS Hardware     | Printer     | None                  |          | TIR Missed: No  | 0.24   |
|                        | Strategic Communications            | Luis Larios      | Health      | Low                   | Closed   | TTR Missed: Yes | 9.54   |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                          |                 |           |                                 |        |                |      |
|------------------------|--------------------------|-----------------|-----------|---------------------------------|--------|----------------|------|
| <b>INC000000600859</b> | Michael R Jensen         | EIS Hardware    | Printer   | None                            |        | TIR Missed: No | 0.83 |
|                        | Strategic Communications | Kacie Neutz     | Health    | Low                             | Closed | TTR Missed: No | 0.83 |
| <b>INC000000600907</b> | Tom Hudachko             | None            | None      | iPhone                          |        | TIR Missed: No | 0.24 |
|                        | Application Services     | Dustin Crump    | Health    | Low                             | Closed | TTR Missed: No | 1.56 |
| <b>INC000000601399</b> | Tiffany Berardi          | Application     | Error     | Citrix ICA Client               |        | TIR Missed: No | 0.00 |
|                        | Application Services     | Terry Forsgren  | Health    | Low                             | Closed | TTR Missed: No | 0.00 |
| <b>INC000000601507</b> | Kevin Bagley             | EIS Hardware    | PC/Laptop | None                            |        | TIR Missed: No | 0.37 |
|                        | Metro D Desktop Support  | Eldon Jenson    | Health    | Low                             | Closed | TTR Missed: No | 0.83 |
| <b>INC000000601534</b> | Lynnette Godfrey         | Application     | Error     | None                            |        | TIR Missed: No | 0.99 |
|                        | Metro D Help Desk        | Doug Brown      | Health    | Low                             | Closed | TTR Missed: No | 1.48 |
| <b>INC000000601540</b> | Ally Major               | Application     | Error     | Novell GroupWise                |        | TIR Missed: No | 0.00 |
|                        | Help Desk                | Vicky Marrelli  | Health    | Low                             | Closed | TTR Missed: No |      |
| <b>INC000000601541</b> | Jovana Tapia             | Application     | None      | Novell GroupWise                |        | TIR Missed: No | 0.91 |
|                        | Metro D Help Desk        | John Robinson   | Health    | Low                             | Closed | TTR Missed: No | 1.09 |
| <b>INC000000601543</b> | Ron Schindler            | Application     | Error     | Novell GroupWise                |        | TIR Missed: No | 0.91 |
|                        | Metro D Help Desk        | John Robinson   | Health    | Low                             | Closed | TTR Missed: No | 1.17 |
| <b>INC000000601545</b> | Matthew Garff            | Application     | Error     | Novell GroupWise                |        | TIR Missed: No | 0.87 |
|                        | Metro D Help Desk        | John Robinson   | Health    | Low                             | Closed | TTR Missed: No | 1.20 |
| <b>INC000000601550</b> | Marie Nagata             | Application     | None      | Novell GroupWise                |        | TIR Missed: No | 0.80 |
|                        | Metro D Help Desk        | John Robinson   | Health    | Low                             | Closed | TTR Missed: No | 1.14 |
| <b>INC000000601552</b> | Jessica Strout           | None            | None      | None                            |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk        | John Robinson   | Health    | Low                             | Closed | TTR Missed: No | 0.00 |
| <b>INC000000601553</b> | Trever Ball              | Application     | Error     | Novell GroupWise                |        | TIR Missed: No | 0.33 |
|                        | Application Services     | Martin Gonzalez | Health    | High                            | Closed | TTR Missed: No | 0.45 |
| <b>INC000000601555</b> | Ally Major               | Application     | Password  | State Payroll Time Entry System |        | TIR Missed: No | 0.00 |
|                        | Help Desk                | Vicky Marrelli  | Health    | Low                             | Closed | TTR Missed: No | 0.00 |
| <b>INC000000601556</b> | Janine Whaley            | Application     | None      | Novell GroupWise                |        | TIR Missed: No | 0.06 |
|                        | Help Desk                | Eileen Dubach   | Health    | Low                             | Closed | TTR Missed: No | 0.06 |
| <b>INC000000601568</b> | Glenna McClellan         | Application     | Error     | None                            |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk        | John Robinson   | Health    | Low                             | Closed | TTR Missed: No | 0.00 |
| <b>INC000000601582</b> | Jan Case                 | None            | None      | None                            |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk        | Matthew Earl    | Health    | Low                             | Closed | TTR Missed: No | 0.00 |
| <b>INC000000601584</b> | Shari Hunsaker           | Application     | Error     | Action Request System           |        | TIR Missed: No | 0.12 |
|                        | Help Desk                | Vicky Marrelli  | Health    | Low                             | Closed | TTR Missed: No | 0.78 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |   |                                 |                       |   |                                  |              |
|------------------------|---|---------------------------------|-----------------------|---|----------------------------------|--------------|
| <b>INC000000601585</b> | Lynnette Godfrey<br>Metro D Help Desk       | Network<br>Doug Brown           | Password<br>Health    | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601615</b> | Shari Hunsaker<br>Help Desk                 | Application<br>Vicky Marrelli   | Password<br>Health    | Remedy Service Request Mana<br>Low      | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601632</b> | Diane Kimmerle<br>Metro D Help Desk         | None<br>Doug Brown              | None<br>Health        | None<br>High                            | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601657</b> | Steve Ipsen<br>Metro D Help Desk            | None<br>Doug Brown              | None<br>Health        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601669</b> | Cyndi Bemis<br>Metro D Help Desk            | None<br>John Robinson           | None<br>Health        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601674</b> | Audra Solovi<br>Metro D Help Desk           | None<br>John Robinson           | None<br>Health        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601676</b> | Janine Whaley<br>Metro D Help Desk          | Network<br>Doug Brown           | Password<br>Health    | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000601693</b> | Chris Peper<br>Strategic Communications     | EIS Hardware<br>Dennis Rogers   | None<br>Health        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.49<br>2.73 |
| <b>INC000000601707</b> | Heather Rich<br>Metro D Desktop Support     | PC/Laptop<br>Steve Gibb         | None<br>Health        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.06<br>0.75 |
| <b>INC000000601711</b> | Joan Parker<br>Metro D Help Desk            | Network<br>Matthew Earl         | Performance<br>Health | Novell eDirectory<br>Low                | TIR Missed: No<br>TTR Missed: No | 0.00<br>3.38 |
| <b>INC000000601742</b> | Karen M Smith<br>Metro D Desktop Support    | PC/Laptop<br>Michael Schmidt    | Error<br>Health       | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.33<br>0.73 |
| <b>INC000000601796</b> | Ynhi Nguyen<br>Metro D Help Desk            | Application<br>Doug Brown       | Reporting<br>Health   | Novell GroupWise<br>Low                 | TIR Missed: No<br>TTR Missed: No | 0.71<br>0.71 |
| <b>INC000000601804</b> | Laverne Snow<br>Metro D Desktop Support     | PC/Laptop<br>Eldon Jenson       | Error<br>Health       | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.46<br>1.97 |
| <b>INC000000601867</b> | Jennifer Brown<br>Metro D Desktop Support   | PC/Laptop<br>Philip Henderson   | Error<br>Health       | Microsoft Windows 7<br>Low              | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.88 |
| <b>INC000000601894</b> | Catherine Sparks<br>Metro D Desktop Support | PC/Laptop<br>Philip Henderson   | Performance<br>Health | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.53 |
| <b>INC000000601917</b> | Wu Xu<br>Metro D Desktop Support            | Application<br>Philip Henderson | None<br>Health        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>2.68 |
| <b>INC000000601918</b> | Jesika Connell<br>Application Services      | Application<br>Dustin Crump     | Error<br>Health       | Gmail<br>Low                            | TIR Missed: No<br>TTR Missed: No | 0.00<br>5.76 |



# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                  |             |                                  |                 |      |
|------------------------|-------------------------------|------------------|-------------|----------------------------------|-----------------|------|
| <b>INC000000601920</b> | Humaira Shah                  | PC/Laptop        | Performance | Microsoft Windows 7              | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support       | Philip Henderson | Health      | Low Closed                       | TTR Missed: No  | 2.67 |
| <b>INC000000601934</b> | Deborah Turner                | Application      | Error       | Gmail                            | TIR Missed: No  | 0.05 |
|                        | Application Services          | Dustin Crump     | Health      | Low Closed                       | TTR Missed: No  | 0.65 |
| <b>INC000000601938</b> | Sandy Spencer                 | Application      | Error       | Google Chrome                    | TIR Missed: No  | 0.49 |
|                        | Metro D Desktop Support       | Eldon Jenson     | Health      | Low Closed                       | TTR Missed: No  | 1.00 |
| <b>INC000000601963</b> | Joe Mason                     | None             | None        | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown       | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602074</b> | Leslie Minaya                 | Application      | Error       | Novell GroupWise                 | TIR Missed: No  | 0.00 |
|                        | Rural North Desktop Support   | Kim Ratushniak   | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602126</b> | Ronald Marsden                | Application      | Error       | Gmail                            | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Brenda Treadway  | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602179</b> | Karla Matheson                | Network          | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Julie VanBeekum  | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602192</b> | Sylinda Lee                   | Network          | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson    | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602236</b> | Nanette Waters                | Application      | Password    | BlueZone                         | TIR Missed: No  | 0.20 |
|                        | Operations Production Control | None             | Health      | Low Closed                       | TTR Missed: No  | 0.20 |
| <b>INC000000602246</b> | Cheryl Gunnell                | PC/Laptop        | Hardware    | None                             | TIR Missed: No  | 0.49 |
|                        | Metro D Desktop Support       | Philip Henderson | Health      | Low Closed                       | TTR Missed: Yes | 6.16 |
| <b>INC000000602247</b> | Veronica Ramos                | Application      | Error       | None                             | TIR Missed: No  | 0.47 |
|                        | Metro D Hosting               | Donny Ford       | Health      | Low Closed                       | TTR Missed: No  | 5.35 |
| <b>INC000000602255</b> | Brent Baum                    | Mobile Devices   | None        | None                             | TIR Missed: No  | 0.32 |
|                        | Application Services          | Dustin Crump     | Health      | Low Closed                       | TTR Missed: No  | 5.67 |
| <b>INC000000602274</b> | Don Wood                      | None             | None        | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602298</b> | Hattie Perry                  | None             | None        | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000602358</b> | Nanette Waters                | Mainframe        | None        | BlueZone                         | TIR Missed: No  | 0.25 |
|                        | Operations Production Control | Duane Hardy      | Health      | Low Closed                       | TTR Missed: No  | 0.25 |
| <b>INC000000602377</b> | Jonathan Anderson             | Application      | None        | SAS                              | TIR Missed: No  | 0.87 |
|                        | Metro D Desktop Support       | Philip Henderson | Health      | Low Closed                       | TTR Missed: No  | 3.21 |
| <b>INC000000602387</b> | Kimberlee Jessop              | Application      | Error       | Microsoft Windows 7              | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Closed                       | TTR Missed: No  | 0.00 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                          |               |                     |        |                 |       |
|------------------------|-------------------------------|--------------------------|---------------|---------------------|--------|-----------------|-------|
| <b>INC000000602410</b> | Humaira Shah                  | Network                  | Error         | None                |        | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support       | Philip Henderson         | Health        | Low                 | Closed | TTR Missed: No  | 0.03  |
| <b>INC000000602423</b> | Deborah Turner                | None                     | None          | None                |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | John Robinson            | Health        | Low                 | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000602433</b> | Cheryl Gunnell                | PC/Laptop                | None          | Microsoft Windows 7 |        | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support       | Philip Henderson         | Health        | Low                 | Closed | TTR Missed: Yes | 11.95 |
| <b>INC000000602437</b> | Humaira Shah                  | Application              | Error         | Novell GroupWise    |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Matthew Earl             | Health        | Low                 | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000602452</b> | Melissa Leak                  | None                     | None          | None                |        | TIR Missed: No  | 0.87  |
|                        | Metro D Help Desk             | Doug Brown               | Health        | Low                 | Closed | TTR Missed: No  | 0.87  |
| <b>INC000000602486</b> | Brenda Robinson               | Telecom                  | Voice Mail    | None                |        | TIR Missed: No  | 0.34  |
|                        | Voice Operations              | Romanza Hamblin Sorensen | Health        | Low                 | Closed | TTR Missed: No  | 0.40  |
| <b>INC000000602495</b> | Roxanne Landreneaux           | None                     | None          | None                |        | TIR Missed: No  | 0.00  |
|                        | Operations Production Control | Duane Hardy              | Health        | Low                 | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000602523</b> | Gary Nelson                   | None                     | None          | None                |        | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support | Ron LeBaron              | Health        | Low                 | Closed | TTR Missed: No  |       |
| <b>INC000000602543</b> | Merna Allen                   | Telecom                  | Voice Mail    | None                |        | TIR Missed: No  | 0.32  |
|                        | Voice Operations              | Kelly Johnson            | Health        | Low                 | Closed | TTR Missed: No  | 0.32  |
| <b>INC000000602698</b> | Gay Brogdon                   | Application              | Error         | None                |        | TIR Missed: No  | 0.44  |
|                        | Metro D Hosting               | David Hert               | Health        | High                | Closed | TTR Missed: No  | 1.13  |
| <b>INC000000602747</b> | Michelle Grossman             | Application              | None          | PGP                 |        | TIR Missed: Yes | 1.10  |
|                        | Metro B Desktop Support       | Mike Wilde               | Health        | Low                 | Closed | TTR Missed: No  | 2.73  |
| <b>INC000000602797</b> | Allison Rondeau               | None                     | None          | None                |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Matthew Earl             | Health        | Low                 | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000602834</b> | Vivian Giles                  | PC/Laptop                | Error         | None                |        | TIR Missed: No  | 0.23  |
|                        | Metro D Desktop Support       | Michael Schmidt          | Health        | Low                 | Closed | TTR Missed: No  | 0.41  |
| <b>INC000000602879</b> | Karen M Smith                 | Telecom                  | Coverage Path | Telephone           |        | TIR Missed: No  | 0.28  |
|                        | Voice Operations              | James Gifford            | Health        | Low                 | Closed | TTR Missed: No  | 1.23  |
| <b>INC000000602888</b> | Tamara Hampton                | Application              | Password      | PGP                 |        | TIR Missed: No  | 0.59  |
|                        | Capitol Desktop Support       | Tom Hanson               | Health        | Low                 | Closed | TTR Missed: N/A |       |
| <b>INC000000602953</b> | Rick Sorenson                 | Mainframe                | Password      | BlueZone            |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Doug Brown               | Health        | Low                 | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000602971</b> | Jacob Madsen                  | Application              | Error         | Gmail               |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Matthew Earl             | Health        | Low                 | Closed | TTR Missed: No  | 0.00  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                 |              |                                  |        |                |      |
|------------------------|-------------------------------|-----------------|--------------|----------------------------------|--------|----------------|------|
| <b>INC000000602994</b> | Roxanne Landreneaux           | None            | None         | None                             |        | TIR Missed: No | 0.00 |
|                        | Operations Production Control | Duane Hardy     | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000602998</b> | Wayne Davis                   | None            | None         | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown      | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603015</b> | Nanette Waters                | Mainframe       | Password     | BlueZone                         |        | TIR Missed: No | 0.27 |
|                        | Operations Production Control | Duane Hardy     | Health       | Low                              | Closed | TTR Missed: No | 0.60 |
| <b>INC000000603050</b> | Nanette Waters                | None            | None         | None                             |        | TIR Missed: No | 0.00 |
|                        | Operations Production Control | Duane Hardy     | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603062</b> | Tim Morley                    | Mainframe       | Password     | BlueZone                         |        | TIR Missed: No | 0.14 |
|                        | Metro D Help Desk             | Doug Brown      | Health       | Low                              | Closed | TTR Missed: No | 0.14 |
| <b>INC000000603064</b> | Hina Yazdani                  | Telecom         | Call/Receive | Telephone                        |        | TIR Missed: No | 0.11 |
|                        | Voice/Data/WAN Services       | Greg Blessing   | Health       | Low                              | Closed | TTR Missed: No | 1.21 |
| <b>INC000000603116</b> | Burdean Wirtz                 | None            | None         | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown      | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603117</b> | Kathy Short                   | Application     | Error        | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | John Robinson   | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603175</b> | Shauna Simmons                | Application     | Error        | Citrix ICA Client                |        | TIR Missed: No | 0.64 |
|                        | Application Services          | Terry Forsgren  | Health       | Low                              | Closed | TTR Missed: No | 0.72 |
| <b>INC000000603212</b> | Tanayia Pomikala              | Telecom         | Feature      | None                             |        | TIR Missed: No | 0.37 |
|                        | Help Desk                     | Brenda Treadway | Health       | Low                              | Closed | TTR Missed: No | 0.37 |
| <b>INC000000603220</b> | Jennifer McGrath              | None            | None         | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown      | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603297</b> | Harry Armstrong               | Network         | Password     | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl    | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603329</b> | Dennis Tingey                 | Network         | None         | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.59 |
|                        | Metro D Desktop Support       | Eldon Jenson    | Health       | Low                              | Closed | TTR Missed: No | 1.34 |
| <b>INC000000603335</b> | Sara Connell                  | Mainframe       | Password     | None                             |        | TIR Missed: No | 0.07 |
|                        | Operations Production Control | Duane Hardy     | Health       | Low                              | Closed | TTR Missed: No | 0.13 |
| <b>INC000000603336</b> | Sara Connell                  | None            | None         | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl    | Health       | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603339</b> | Nanette Waters                | Application     | Password     | BlueZone                         |        | TIR Missed: No | 0.09 |
|                        | Operations Production Control | Duane Hardy     | Health       | Low                              | Closed | TTR Missed: No | 0.09 |
| <b>INC000000603346</b> | Cyndee Brisk                  | Telecom         | IP           | Telephone                        |        | TIR Missed: No | 0.29 |
|                        | Voice/Data/WAN Services       | Mitch Hood      | Health       | Low                              | Closed | TTR Missed: No | 2.91 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                          |                        |                                  |        |                |      |
|------------------------|-------------------------------|--------------------------|------------------------|----------------------------------|--------|----------------|------|
| <b>INC000000603355</b> | Doug May                      | Mainframe                | Password               | BlueZone                         |        | TIR Missed: No | 0.13 |
|                        | Operations Production Control | Duane Hardy              | Health                 | Low                              | Closed | TTR Missed: No | 0.20 |
| <b>INC000000603398</b> | Gene Cottrell                 | Network                  | Incident               | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support       | Eldon Jenson             | Health                 | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603524</b> | Nasrin Zandkarimi             | PC/Laptop                | Performance            | None                             |        | TIR Missed: No | 0.13 |
|                        | Metro D Desktop Support       | Eldon Jenson             | Health                 | Low                              | Closed | TTR Missed: No | 4.22 |
| <b>INC000000603574</b> | Tonya Martinez                | Network                  | Password               | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown               | Health                 | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603590</b> | Nanette Waters                | Application              | Password               | BlueZone                         |        | TIR Missed: No | 0.50 |
|                        | Operations Production Control | Duane Hardy              | Health                 | Low                              | Closed | TTR Missed: No | 0.80 |
| <b>INC000000603604</b> | Jeff Nelson                   | PC/Laptop                | Password               | None                             |        | TIR Missed: No | 0.71 |
|                        | Metro D Desktop Support       | Steve Gibb               | Health                 | Low                              | Closed | TTR Missed: No | 1.21 |
| <b>INC000000603662</b> | Avery Broadbent               | Network                  | Password               | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown               | Health                 | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603697</b> | Norm Brown                    | Network                  | Incident               | None                             |        | TIR Missed: No | 0.26 |
|                        | Metro D Help Desk             | Doug Brown               | Health                 | Low                              | Closed | TTR Missed: No | 0.26 |
| <b>INC000000603713</b> | Nanette Waters                | Application              | Password               | BlueZone                         |        | TIR Missed: No | 0.15 |
|                        | Operations Production Control | Duane Hardy              | Health                 | Low                              | Closed | TTR Missed: No | 0.20 |
| <b>INC000000603723</b> | Tanayia Pomikala              | Network                  | Password               | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown               | Health                 | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603738</b> | Kathy Paras                   | PC/Laptop                | None                   | None                             |        | TIR Missed: No | 0.24 |
|                        | Metro D Desktop Support       | Eldon Jenson             | Health                 | Low                              | Closed | TTR Missed: No | 1.74 |
| <b>INC000000603768</b> | Adrienne Alward               | Telecom                  | CrossTalk/Noise/Static | Telephone                        |        | TIR Missed: No | 0.73 |
|                        | Voice Operations              | Romanza Hamblin Sorensen | Health                 | Low                              | Closed | TTR Missed: No | 1.89 |
| <b>INC000000603829</b> | Hillary McDermott             | Application              | Error                  | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Doug Brown               | Health                 | Low                              | Closed | TTR Missed: No |      |
| <b>INC000000603833</b> | Cheryl Gunnell                | PC/Laptop                | None                   | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support       | Philip Henderson         | Health                 | Low                              | Closed | TTR Missed: No | 0.50 |
| <b>INC000000603837</b> | Athena Carolan                | PC/Laptop                | Hardware               | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support       | Philip Henderson         | Health                 | Low                              | Closed | TTR Missed: No | 0.41 |
| <b>INC000000603896</b> | Jenny Farnes                  | None                     | None                   | None                             |        | TIR Missed: No | 0.00 |
|                        | Operations Production Control | Duane Hardy              | Health                 | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000603924</b> | Deborah Judd                  | Network                  | Password               | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Rural North Desktop Support   | Ruston McKay             | Health                 | Low                              | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                  |           |                                  |        |                 |      |
|------------------------|-------------------------------|------------------|-----------|----------------------------------|--------|-----------------|------|
| <b>INC000000603926</b> | Tori Welling                  | None             | None      | None                             |        | TIR Missed: No  | 0.00 |
|                        | Rural North Desktop Support   | Ruston McKay     | Health    | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000603941</b> | David Davis                   | None             | None      | None                             |        | TIR Missed: No  | 0.73 |
|                        | Capitol Hosting               | Kyle Burkhardt   | Health    | Low                              | Closed | TTR Missed: No  | 0.73 |
| <b>INC000000603950</b> | Joanna Watson                 | None             | None      | None                             |        | TIR Missed: No  | 0.85 |
|                        | Application Services          | Dustin Crump     | Health    | Low                              | Closed | TTR Missed: No  | 2.93 |
| <b>INC000000603968</b> | Pam Kerby                     | Telecom          | None      | None                             |        | TIR Missed: No  | 0.10 |
|                        | Metro D Help Desk             | Doug Brown       | Health    | Low                              | Closed | TTR Missed: No  | 0.76 |
| <b>INC000000603995</b> | Lori Savoie                   | Application      | Error     | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Hosting               | Sean McMillan    | Health    | Low                              | Closed | TTR Missed: No  |      |
| <b>INC000000604085</b> | Irene Petrogeorge             | Application      | Error     | Internet Explorer                |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson    | Health    | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604092</b> | Gene Cottrell                 | Application      | None      | None                             |        | TIR Missed: No  | 0.21 |
|                        | Metro D Desktop Support       | Eldon Jenson     | Health    | Low                              | Closed | TTR Missed: No  | 0.37 |
| <b>INC000000604169</b> | Candace Bleazard              | Application      | Reporting | Medicaid Managed Information     |        | TIR Missed: No  | 0.00 |
|                        | Operations Production Control | Christie Burnham | Health    | Low                              | Closed | TTR Missed: No  | 0.03 |
| <b>INC000000604185</b> | John Nicolaisen               | Application      | Error     | Google Chrome                    |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson    | Health    | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604288</b> | Cyndee Brisk                  | None             | None      | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health    | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604300</b> | Cyndee Brisk                  | Application      | Error     | Medicaid Managed Care System     |        | TIR Missed: Yes | 1.20 |
|                        | Metro D Desktop Support       | Eldon Jenson     | Health    | Low                              | Closed | TTR Missed: No  | 1.38 |
| <b>INC000000604304</b> | Nanette Waters                | None             | None      | None                             |        | TIR Missed: No  | 0.29 |
|                        | Operations Production Control | Christie Burnham | Health    | Low                              | Closed | TTR Missed: No  | 0.29 |
| <b>INC000000604327</b> | Hina Yazdani                  | None             | None      | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson    | Health    | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604357</b> | Diane Kimmerle                | None             | None      | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support       | Steve Gibb       | Health    | Low                              | Closed | TTR Missed: No  | 0.38 |
| <b>INC000000604361</b> | Beverly Jackson               | None             | None      | None                             |        | TIR Missed: No  | 0.02 |
|                        | Metro D Desktop Support       | Steve Gibb       | Health    | Low                              | Closed | TTR Missed: No  | 0.34 |
| <b>INC000000604370</b> | Alayne McCormick              | Network          | Password  | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown       | Health    | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604383</b> | Annie Coyle                   | Application      | Error     | None                             |        | TIR Missed: No  | 0.27 |
|                        | Metro D Desktop Support       | Michael Schmidt  | Health    | Low                              | Closed | TTR Missed: Yes | 6.76 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                 |             |                                  |        |                 |      |
|------------------------|-------------------------------|-----------------|-------------|----------------------------------|--------|-----------------|------|
| <b>INC000000604419</b> | Nanette Waters                | None            | None        | None                             |        | TIR Missed: No  | 0.11 |
|                        | Operations Production Control | Cal Brinton     | Health      | Low                              | Closed | TTR Missed: No  | 0.19 |
| <b>INC000000604443</b> | Bryce Sherwood                | Application     | Error       | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Vicky Marrelli  | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604461</b> | Cynthia Alexander             | Network         | Incident    | None                             |        | TIR Missed: Yes | 1.74 |
|                        | Metro D Hosting               | Sean McMillan   | Health      | Low                              | Closed | TTR Missed: No  | 5.59 |
| <b>INC000000604489</b> | Gayle Coombs                  | PC/Laptop       | Hardware    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support       | Eldon Jenson    | Health      | Low                              | Closed | TTR Missed: No  | 2.31 |
| <b>INC000000604507</b> | Janine Whaley                 | None            | None        | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl    | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604532</b> | Margaret Riley                | PC/Laptop       | Performance | None                             |        | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Julie VanBeekum | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604537</b> | Candace Bleazard              | None            | None        | None                             |        | TIR Missed: No  | 0.00 |
|                        | Operations Production Control | Cal Brinton     | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604549</b> | Lainie Harris                 | PC/Laptop       | Error       | None                             |        | TIR Missed: Yes | 2.13 |
|                        | Metro D Desktop Support       | Tina West       | Health      | Low                              | Closed | TTR Missed: No  | 2.52 |
| <b>INC000000604550</b> | Nanette Waters                | None            | None        | None                             |        | TIR Missed: No  | 0.19 |
|                        | Operations Production Control | Duane Hardy     | Health      | Low                              | Closed | TTR Missed: No  | 0.31 |
| <b>INC000000604616</b> | Nanette Waters                | None            | None        | None                             |        | TIR Missed: No  | 0.06 |
|                        | Operations Production Control | Cal Brinton     | Health      | Low                              | Closed | TTR Missed: No  | 0.31 |
| <b>INC000000604647</b> | Peter Taillac                 | None            | None        | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl    | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604654</b> | Cassandra Fairclough          | None            | None        | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown      | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604731</b> | Carol Lowder                  | Application     | None        | Novell GroupWise                 |        | TIR Missed: No  | 0.00 |
|                        | Application Services          | Dustin Crump    | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604733</b> | Charles Hawley                | Application     | Error       | Novell GroupWise                 |        | TIR Missed: No  | 0.75 |
|                        | Metro D Help Desk             | Doug Brown      | Health      | Low                              | Closed | TTR Missed: No  | 0.75 |
| <b>INC000000604736</b> | Janae Duncan                  | Application     | None        | Novell GroupWise                 |        | TIR Missed: No  | 0.69 |
|                        | Metro D Help Desk             | Doug Brown      | Health      | Low                              | Closed | TTR Missed: No  | 0.69 |
| <b>INC000000604742</b> | Wendy Cover                   | Network         | Password    | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.00 |
|                        | Metro C Help Desk             | Ross Owen       | Health      | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000604748</b> | Kristi Smith                  | None            | None        | Novell GroupWise                 |        | TIR Missed: No  | 0.27 |
|                        | Application Services          | Dustin Crump    | Health      | Low                              | Closed | TTR Missed: No  | 0.27 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                     |          |                                  |                 |      |
|------------------------|-------------------------------|---------------------|----------|----------------------------------|-----------------|------|
| <b>INC000000604758</b> | Mary Parks                    | Application         | Password | Citrix ICA Client                | TIR Missed: Yes | 2.58 |
|                        | Application Services          | Terry Forsgren      | Health   | Low Closed                       | TTR Missed: No  | 2.69 |
| <b>INC000000604862</b> | Julia Mathews                 | Application         | None     | None                             | TIR Missed: No  | 0.59 |
|                        | Metro D Desktop Support       | Tina West           | Health   | Low Closed                       | TTR Missed: No  | 1.27 |
| <b>INC000000604864</b> | Lynann Williams               | Application         | Error    | ZENworks for Desktops            | TIR Missed: No  | 0.53 |
|                        | Metro D Desktop Support       | Eldon Jenson        | Health   | Low Closed                       | TTR Missed: No  | 1.30 |
| <b>INC000000604870</b> | Susan Dickinson               | PC/Laptop           | Error    | None                             | TIR Missed: No  | 0.48 |
|                        | Metro D Desktop Support       | Tina West           | Health   | Low Closed                       | TTR Missed: No  | 1.16 |
| <b>INC000000604891</b> | Kathleen Anderson             | Application         | Error    | BMI                              | TIR Missed: No  | 0.95 |
|                        | Application Services          | Terry Forsgren      | Health   | Low Closed                       | TTR Missed: Yes | 7.89 |
| <b>INC000000604902</b> | Frances Barben                | None                | None     | None                             | TIR Missed: No  | 0.00 |
|                        | Rural Central Desktop Support | Ron LeBaron         | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000604903</b> | Sharen Jorgensen              | Application         | None     | Novell GroupWise                 | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000604940</b> | Brenda Bryant                 | None                | None     | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson       | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000604954</b> | Lynann Williams               | None                | None     | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000604983</b> | Shannon Wnek                  | Network             | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000605036</b> | Cheryl Gunnell                | PC/Laptop           | Hardware | None                             | TIR Missed: No  | 0.28 |
|                        | Metro D Desktop Support       | Eldon Jenson        | Health   | Low Closed                       | TTR Missed: No  | 2.37 |
| <b>INC000000605040</b> | Carmen Dickson                | None                | None     | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000605062</b> | Christine Espinel             | Application         | None     | Action Request System            | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Brenda Treadway     | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000605103</b> | Norman Thurston               | None                | None     | None                             | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support       | Chad Poll           | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000605111</b> | Deepa Ramkumar                | Application         | Error    | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000605125</b> | Brenda Purser                 | Print/Copy/Scan/Fax | Incident | None                             | TIR Missed: No  | 0.71 |
|                        | Metro D Desktop Support       | Tina West           | Health   | Low Closed                       | TTR Missed: No  | 1.64 |
| <b>INC000000605131</b> | Adam Steele                   | Network             | Incident | Novell Client for 32-bit Windows | TIR Missed: Yes | 1.50 |
|                        | Metro B Help Desk             | Gary Graham         | Health   | Low Closed                       | TTR Missed: No  | 1.50 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                     |          |                                  |          |                 |      |
|------------------------|-------------------------------|---------------------|----------|----------------------------------|----------|-----------------|------|
| <b>INC000000605147</b> | Nanette Waters                | Application         | Password | BlueZone                         |          | TIR Missed: No  | 0.33 |
|                        | Operations Production Control | Cal Brinton         | Health   | Low                              | Closed   | TTR Missed: No  | 0.41 |
| <b>INC000000605149</b> | Jan Miltenberger              | Network             | Error    | None                             |          | TIR Missed: No  | 0.39 |
|                        | Metro D Desktop Support       | Philip Henderson    | Health   | Low                              | Closed   | TTR Missed: No  | 5.13 |
| <b>INC000000605176</b> | Julie Mark                    | Application         | Error    | None                             |          | TIR Missed: No  | 0.19 |
|                        | Metro D Hosting               | Steven Haderlie     | Health   | Low                              | Closed   | TTR Missed: No  | 4.53 |
| <b>INC000000605178</b> | Kara Verner                   | Application         | Error    | Novell GroupWise                 |          | TIR Missed: No  | 0.08 |
|                        | Metro D Hosting               | Steven Haderlie     | Health   | Low                              | Closed   | TTR Missed: No  | 4.52 |
| <b>INC000000605191</b> | Heidi Robertson               | Print/Copy/Scan/Fax | Incident | None                             |          | TIR Missed: No  | 0.27 |
|                        | Metro D Desktop Support       | Philip Henderson    | Health   | Low                              | Closed   | TTR Missed: No  | 4.47 |
| <b>INC000000605211</b> | Owen Quinonez                 | None                | None     | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605213</b> | Lizeth Hernandez              | None                | None     | None                             |          | TIR Missed: No  | 0.00 |
|                        | Application Services          | Tony Larsen         | Health   | Low                              | Closed   | TTR Missed: No  | 0.45 |
| <b>INC000000605246</b> | Laura Lee Detton              | Application         | Error    | Medicaid Managed Care System     |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605254</b> | Tad Purser                    | None                | None     | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605260</b> | Lori Tuckett                  | Mainframe           | Password | BlueZone                         |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605280</b> | Cyndi Bemis                   | None                | None     | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605334</b> | Allan Liu                     | None                | None     | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605417</b> | Laura Lee Detton              | Network             | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605426</b> | Kenny Davis                   | PC/Laptop           | Hardware | None                             |          | TIR Missed: No  | 0.43 |
|                        | Metro D Desktop Support       | Michael Schmidt     | Health   | Low                              | Resolved | TTR Missed: No  | 3.33 |
| <b>INC000000605433</b> | Rebecca Ward                  | Network             | None     | None                             |          | TIR Missed: No  | 0.36 |
|                        | Metro D Desktop Support       | Philip Henderson    | Health   | Low                              | Closed   | TTR Missed: No  | 0.46 |
| <b>INC000000605519</b> | Sarah Atherton                | Application         | Error    | PGP                              |          | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Eileen Dubach       | Health   | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605576</b> | Alia Rauf                     | Network             | None     | None                             |          | TIR Missed: Yes | 6.10 |
|                        | Metro D Hosting               | Sean McMillan       | Health   | Low                              | Closed   | TTR Missed: Yes | 6.10 |



# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                     |              |                                |          |                 |      |
|------------------------|-------------------------------|---------------------|--------------|--------------------------------|----------|-----------------|------|
| <b>INC000000605595</b> | Jana Coombs                   | Application         | Error        | Citrix ICA Client              |          | TIR Missed: No  | 0.58 |
|                        | Application Services          | Terry Forsgren      | Health       | Low                            | Closed   | TTR Missed: No  | 0.58 |
| <b>INC000000605627</b> | Nancy Reading                 | Telecom             | Feature      | Telephone                      |          | TIR Missed: No  | 0.25 |
|                        | Voice Operations              | James Gifford       | Health       | Low                            | Closed   | TTR Missed: No  | 0.79 |
| <b>INC000000605649</b> | Cyndee Brisk                  | EIS Hardware        | PC/Laptop    | None                           |          | TIR Missed: No  | 0.27 |
|                        | Metro D Desktop Support       | Michael Schmidt     | Health       | Low                            | Closed   | TTR Missed: No  | 0.94 |
| <b>INC000000605693</b> | Nanette Waters                | Mainframe           | Password     | BlueZone                       |          | TIR Missed: No  | 0.11 |
|                        | Operations Production Control | Duane Hardy         | Health       | Low                            | Closed   | TTR Missed: No  | 0.11 |
| <b>INC000000605725</b> | Lamar Kelly                   | None                | None         | None                           |          | TIR Missed: No  | 0.00 |
|                        | Operations Production Control | Duane Hardy         | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605728</b> | Jenny Allred                  | Print/Copy/Scan/Fax | Incident     | None                           |          | TIR Missed: Yes | 3.02 |
|                        | Metro D Help Desk             | John Robinson       | Health       | Low                            | Closed   | TTR Missed: No  | 3.02 |
| <b>INC000000605817</b> | Kathryn Marti                 | None                | None         | None                           |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605837</b> | Marilee Poulson               | PC/Laptop           | Hardware     | Microsoft Windows XP Professio |          | TIR Missed: No  | 0.56 |
|                        | Metro D Desktop Support       | Philip Henderson    | Health       | Low                            | Resolved | TTR Missed: No  | 2.64 |
| <b>INC000000605843</b> | Nanette Waters                | Mainframe           | None         | BlueZone                       |          | TIR Missed: No  | 0.25 |
|                        | Operations Production Control | Christie Burnham    | Health       | Low                            | Closed   | TTR Missed: No  | 0.25 |
| <b>INC000000605858</b> | Nanette Waters                | Mainframe           | None         | BlueZone                       |          | TIR Missed: No  | 0.63 |
|                        | Operations Production Control | Christie Burnham    | Health       | Low                            | Closed   | TTR Missed: No  | 0.63 |
| <b>INC000000605859</b> | Ryan Knight                   | Application         | None         | Novell GroupWise               |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605865</b> | Joshua Legler                 | Application         | Error        | Utah Master Directory          |          | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Brenda Treadway     | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605867</b> | Holly Lumley                  | None                | None         | None                           |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson       | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605869</b> | Marie Nagata                  | None                | None         | None                           |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | Doug Brown          | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000605879</b> | Jesika Connell                | Network             | None         | None                           |          | TIR Missed: No  | 0.42 |
|                        | Metro D Desktop Support       | Michael Schmidt     | Health       | Low                            | Closed   | TTR Missed: No  | 0.42 |
| <b>INC000000605903</b> | Nanette Waters                | Telecom             | Call/Receive | Telephone                      |          | TIR Missed: Yes | 1.10 |
|                        | Voice/Data/WAN Services       | T Artis             | Health       | Low                            | Closed   | TTR Missed: No  | 1.21 |
| <b>INC000000605914</b> | David Meadows                 | None                | None         | None                           |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk             | John Robinson       | Health       | Low                            | Closed   | TTR Missed: No  | 0.00 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                                |                          |             |           |                                  |                 |       |
|--------------------------------|--------------------------|-------------|-----------|----------------------------------|-----------------|-------|
| <b>INC000000605941</b>         | Gerald VanOrman          | Application | Password  | Utah Master Directory            | TIR Missed: No  | 0.00  |
| Help Desk                      | Julie VanBeekum          | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000605968</b>         | Joanna Watson            | Application | Password  | Utah Master Directory            | TIR Missed: No  | 0.00  |
| Metro D Help Desk              | John Robinson            | Health      | Low       | Closed                           | TTR Missed: Yes | 8.13  |
| <b>INC000000606111</b>         | Cathy Spillman           | Application | Password  | Utah Master Directory            | TIR Missed: No  | 0.00  |
| Help Desk                      | Brenda Treadway          | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606179</b>         | Sivithee Srisukhumboworr | Application | Password  | Gmail                            | TIR Missed: No  | 0.00  |
| Help Desk                      | Brenda Treadway          | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606203</b>         | Lillian Houghton         | Application | Error     | Gmail                            | TIR Missed: No  | 0.00  |
| Technical Lead/Project Manager | Dustin Crump             | Health      | Low       | Resolved                         | TTR Missed: No  | 0.00  |
| <b>INC000000606216</b>         | Jo Anna Larsen           | Application | Password  | Gmail                            | TIR Missed: No  | 0.00  |
| Help Desk                      | Eileen Dubach            | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606255</b>         | Melissa Evans            | None        | None      | None                             | TIR Missed: No  | 0.00  |
| Metro D Help Desk              | Doug Brown               | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606307</b>         | Patricia Wilkinson       | Application | Error     | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
| Help Desk                      | Vicky Marrelli           | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606319</b>         | Carmen Dickson           | None        | None      | None                             | TIR Missed: No  | 0.00  |
| Metro D Help Desk              | John Robinson            | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606343</b>         | Scott Mckenzie           | Application | Error     | Gmail                            | TIR Missed: Yes | 1.85  |
| Help Desk                      | Julie VanBeekum          | Health      | Low       | Resolved                         | TTR Missed: Yes | 14.72 |
| <b>INC000000606390</b>         | Kevin Bagley             | PC/Laptop   | Hardware  | None                             | TIR Missed: No  | 0.00  |
| Metro D Desktop Support        | Eldon Jenson             | Health      | Low       | Closed                           | TTR Missed: No  | 0.99  |
| <b>INC000000606454</b>         | Laurie Hampshire         | Application | Error     | None                             | TIR Missed: No  | 0.85  |
| Metro D Desktop Support        | Steve Gibb               | Health      | Low       | Closed                           | TTR Missed: No  | 0.91  |
| <b>INC000000606479</b>         | Marie Aschliman          | Application | Password  | Utah Master Directory            | TIR Missed: Yes | 1.02  |
| Help Desk                      | Brenda Treadway          | Health      | Low       | Closed                           | TTR Missed: No  | 1.05  |
| <b>INC000000606483</b>         | Lillian Houghton         | Application | Password  | Gmail                            | TIR Missed: No  | 0.00  |
| Help Desk                      | Vicky Marrelli           | Health      | Low       | Closed                           | TTR Missed: No  | 0.00  |
| <b>INC000000606496</b>         | Ina Oviatt               | Application | Error     | eFIND/eSHARE                     | TIR Missed: No  | 0.63  |
| Operations Production Control  | Cal Brinton              | Health      | Low       | Closed                           | TTR Missed: No  | 1.15  |
| <b>INC000000606503</b>         | Janine Whaley            | None        | None      | None                             | TIR Missed: No  | 0.62  |
| Metro D Desktop Support        | Eldon Jenson             | Health      | Low       | Closed                           | TTR Missed: No  | 1.73  |
| <b>INC000000606530</b>         | Julia Shumway            | Application | Reporting | PGP                              | TIR Missed: No  | 0.26  |
| Metro D Desktop Support        | Philip Henderson         | Health      | Low       | Closed                           | TTR Missed: No  | 0.30  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                  |          |                                  |          |                 |       |
|------------------------|--------------------------------|------------------|----------|----------------------------------|----------|-----------------|-------|
| <b>INC000000606537</b> | Debra McBride                  | Application      | Password | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000606539</b> | Larry Tooley                   | Application      | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Eileen Dubach    | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000606540</b> | Debra McBride                  | Application      | Error    | Gmail                            |          | TIR Missed: No  | 0.07  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                              | Closed   | TTR Missed: No  | 3.30  |
| <b>INC000000606542</b> | Suzanne Slaughter              | Application      | Password | Utah Master Directory            |          | TIR Missed: No  | 0.11  |
|                        | Help Desk                      | Julie VanBeekum  | Health   | Low                              | Closed   | TTR Missed: No  | 1.23  |
| <b>INC000000606547</b> | Keri Dawson                    | Application      | Password | Utah Master Directory            |          | TIR Missed: No  | 0.07  |
|                        | Help Desk                      | Julie VanBeekum  | Health   | Low                              | Closed   | TTR Missed: No  | 2.20  |
| <b>INC000000606556</b> | Emily Sagers                   | PC/Laptop        | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson | Health   | Low                              | Closed   | TTR Missed: No  | 0.34  |
| <b>INC000000606560</b> | Maritza Arce-Larreta           | Application      | Error    | Gmail                            |          | TIR Missed: No  | 0.30  |
|                        | Metro D Hosting                | Steven Haderlie  | Health   | Low                              | Resolved | TTR Missed: Yes | 9.77  |
| <b>INC000000606577</b> | Mary Kienitz                   | Application      | Error    | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000606598</b> | Kim Neerings                   | Application      | Error    | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson    | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000606621</b> | Chris Peper                    | Application      | Password | Utah Master Directory            |          | TIR Missed: Yes | 1.57  |
|                        | Help Desk                      | Brenda Treadway  | Health   | Low                              | Closed   | TTR Missed: No  | 1.78  |
| <b>INC000000606659</b> | Tracy Freeman                  | None             | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson    | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000606697</b> | Grace Serna                    | Application      | Error    | Gmail                            |          | TIR Missed: Yes | 7.72  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                              | Resolved | TTR Missed: Yes | 12.43 |
| <b>INC000000606706</b> | Lizeth Hernandez               | Network          | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown       | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000606848</b> | Jolene Whitney                 | None             | None     | None                             |          | TIR Missed: Yes | 1.09  |
|                        | Application Services           | Dustin Crump     | Health   | Low                              | Closed   | TTR Missed: No  | 2.30  |
| <b>INC000000606853</b> | Terri C Johnson                | Application      | Password | Utah Master Directory            |          | TIR Missed: Yes | 1.17  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                              | Closed   | TTR Missed: No  | 2.19  |
| <b>INC000000606861</b> | Amber Kelly                    | Application      | Error    | Gmail                            |          | TIR Missed: Yes | 3.44  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                              | Resolved | TTR Missed: No  | 3.44  |
| <b>INC000000606874</b> | Dianne Whitlock                | None             | None     | Gmail                            |          | TIR Missed: No  | 0.14  |
|                        | Metro D Help Desk              | Doug Brown       | Health   | Low                              | Closed   | TTR Missed: No  | 0.14  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |   |                                 |                       |   |          |                                    |              |
|------------------------|---|---------------------------------|-----------------------|---|----------|------------------------------------|--------------|
| <b>INC000000606875</b> | Jolene Whitney<br>Metro D Help Desk           | Application<br>Doug Brown       | Password<br>Health    | Gmail<br>Low                            | Closed   | TIR Missed: Yes<br>TTR Missed: No  | 1.00<br>1.00 |
| <b>INC000000606880</b> | Amelia Self<br>Technical Lead/Project Manager | None<br>Mart Gardner            | None<br>Health        | Gmail<br>Low                            | Closed   | TIR Missed: Yes<br>TTR Missed: No  | 3.39<br>3.39 |
| <b>INC000000606893</b> | Bill R Hall<br>Technical Lead/Project Manager | Application<br>Mart Gardner     | Error<br>Health       | Gmail<br>Low                            | Closed   | TIR Missed: Yes<br>TTR Missed: No  | 4.18<br>4.18 |
| <b>INC000000606895</b> | Tracy Freeman<br>Metro D Hosting              | Application<br>Sean McMillan    | Error<br>Health       | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.16<br>1.18 |
| <b>INC000000606929</b> | Deborah Turner<br>Metro D Help Desk           | Network<br>Matthew Earl         | Password<br>Health    | Novell Client for 32-bit Windows<br>Low | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00 |
| <b>INC000000606944</b> | Felicia Alvarez<br>Metro D Desktop Support    | Application<br>Steve Gibb       | Error<br>Health       | Gmail<br>Low                            | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.87<br>1.00 |
| <b>INC000000606946</b> | Julia Shumway<br>Metro D Desktop Support      | PC/Laptop<br>Philip Henderson   | Performance<br>Health | Microsoft Windows XP Professio<br>Low   | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>2.45 |
| <b>INC000000606950</b> | John Slade<br>Metro D Desktop Support         | PC/Laptop<br>Eldon Jenson       | Performance<br>Health | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.80<br>2.45 |
| <b>INC000000606953</b> | Patrice Morley<br>Metro D Desktop Support     | Application<br>Philip Henderson | None<br>Health        | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.96 |
| <b>INC000000606969</b> | Robert Satterfield<br>Metro D Desktop Support | PC/Laptop<br>Philip Henderson   | Error<br>Health       | Microsoft Windows 7<br>Low              | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.70<br>4.82 |
| <b>INC000000607039</b> | Michelle G Christensen<br>Metro D Help Desk   | Application<br>Doug Brown       | Error<br>Health       | Gmail<br>Low                            | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 5.80<br>6.45 |
| <b>INC000000607043</b> | Bob Fowler<br>Technical Lead/Project Manager  | None<br>Dustin Crump            | None<br>Health        | Gmail<br>Low                            | Resolved | TIR Missed: Yes<br>TTR Missed: No  | 2.69<br>2.75 |
| <b>INC000000607086</b> | Laura Snider<br>Metro C West Desktop Support  | Application<br>Cody Flanders    | Error<br>Health       | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.17<br>0.17 |
| <b>INC000000607109</b> | Jen Farnes<br>Metro B Help Desk               | Application<br>Todd Manning     | Password<br>Health    | Utah Master Directory<br>Low            | Closed   | TIR Missed: Yes<br>TTR Missed: No  | 3.70<br>3.70 |
| <b>INC000000607119</b> | Brook Sagers<br>Metro D Desktop Support       | Application<br>Tina West        | Error<br>Health       | Gmail<br>Low                            | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.15<br>1.11 |
| <b>INC000000607126</b> | Patrice Morley<br>Metro D Desktop Support     | PC/Laptop<br>Eldon Jenson       | Error<br>Health       | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.11<br>2.92 |
| <b>INC000000607140</b> | Diane Lodeserto<br>Metro D Help Desk          | Application<br>John Robinson    | Error<br>Health       | Gmail<br>Low                            | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.64<br>0.64 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                 |          |                                  |                 |       |
|------------------------|--------------------------------|-----------------|----------|----------------------------------|-----------------|-------|
| <b>INC000000607147</b> | Miguel Carrasco                | Application     | Password | Utah Master Directory            | TIR Missed: Yes | 3.71  |
|                        | Metro D Help Desk              | Doug Brown      | Health   | Low Closed                       | TTR Missed: No  | 3.71  |
| <b>INC000000607184</b> | Denise Spicer                  | Network         | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl    | Health   | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000607187</b> | Norm Brown                     | Network         | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown      | Health   | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000607197</b> | Jolene Whitney                 | Application     | Password | Gmail                            | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Vicky Marrelli  | Health   | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000607238</b> | Jennifer L Bryant              | PC/Laptop       | Hardware | None                             | TIR Missed: No  | 0.09  |
|                        | Metro D Desktop Support        | Tina West       | Health   | Low Closed                       | TTR Missed: No  | 0.28  |
| <b>INC000000607249</b> | Jenny Pedersen                 | Network         | Error    | None                             | TIR Missed: No  | 0.69  |
|                        | Metro D Help Desk              | Doug Brown      | Health   | Low Closed                       | TTR Missed: No  | 1.05  |
| <b>INC000000607251</b> | Julie Moore                    | None            | None     | None                             | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown      | Health   | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000607316</b> | Blake Anderson                 | None            | None     | Gmail                            | TIR Missed: Yes | 3.83  |
|                        | Technical Lead/Project Manager | Mart Gardner    | Health   | Low Resolved                     | TTR Missed: Yes | 6.55  |
| <b>INC000000607320</b> | Carol Lowder                   | Application     | Error    | Gmail                            | TIR Missed: No  | 0.96  |
|                        | Metro D Help Desk              | Matthew Earl    | Health   | Low Closed                       | TTR Missed: No  | 0.96  |
| <b>INC000000607322</b> | Sharen Jorgensen               | Network         | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown      | Health   | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000607340</b> | Denise Spicer                  | Application     | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Vicky Marrelli  | Health   | Low Resolved                     | TTR Missed: No  | 3.65  |
| <b>INC000000607345</b> | Annie Coyle                    | Application     | Error    | Gmail                            | TIR Missed: Yes | 26.75 |
|                        | Application Services           | Dustin Crump    | Health   | Low Closed                       | TTR Missed: Yes | 26.86 |
| <b>INC000000607354</b> | Glenna McClellan               | Mobile Devices  | Error    | Gmail                            | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl    | Health   | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000607363</b> | Mary Pahoundis                 | Application     | Error    | None                             | TIR Missed: Yes | 3.46  |
|                        | Application Services           | Tony Larsen     | Health   | Low Closed                       | TTR Missed: No  | 3.51  |
| <b>INC000000607367</b> | Bob Fowler                     | Network         | Error    | Microsoft Word                   | TIR Missed: No  | 0.59  |
|                        | Metro D Hosting                | Sean McMillan   | Health   | Low Closed                       | TTR Missed: No  | 1.85  |
| <b>INC000000607398</b> | Bob Fowler                     | Application     | Password | Gmail                            | TIR Missed: No  | 0.02  |
|                        | Metro D Desktop Support        | Michael Schmidt | Health   | Low Closed                       | TTR Missed: No  | 0.43  |
| <b>INC000000607407</b> | Doug May                       | Network         | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown      | Health   | Low Closed                       | TTR Missed: No  | 0.00  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                  |          |                              |          |                 |       |
|------------------------|--------------------------------|------------------|----------|------------------------------|----------|-----------------|-------|
| <b>INC000000607413</b> | Wendy Peterson-Jones           | Application      | None     | Gmail                        |          | TIR Missed: No  | 0.59  |
|                        | Metro D Desktop Support        | Philip Henderson | Health   | Low                          | Closed   | TTR Missed: No  | 1.58  |
| <b>INC000000607432</b> | Tannath Freeman                | PC/Laptop        | Password | None                         |          | TIR Missed: No  | 0.67  |
|                        | Metro C West Desktop Support   | Cody Flanders    | Health   | Low                          | Closed   | TTR Missed: No  | 0.67  |
| <b>INC000000607434</b> | Laurie Hampshire               | Mainframe        | Password | BlueZone                     |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk              | Val Shepherd     | Health   | Low                          | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000607448</b> | George Delavan                 | Application      | Password | Utah Master Directory        |          | TIR Missed: No  | 0.88  |
|                        | Help Desk                      | Julie VanBeekum  | Health   | Low                          | Closed   | TTR Missed: No  | 1.23  |
| <b>INC000000607490</b> | Deborah Turner                 | Application      | Error    | None                         |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson    | Health   | Low                          | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000607525</b> | Laurie Bird                    | Application      | Error    | Medicaid Managed Care System |          | TIR Missed: No  | 0.04  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                          | Closed   | TTR Missed: No  | 0.91  |
| <b>INC000000607529</b> | Curtis Burk                    | Application      | Error    | Gmail                        |          | TIR Missed: No  | 0.74  |
|                        | Technical Lead/Project Manager | John Stephenson  | Health   | Low                          | Resolved | TTR Missed: No  | 2.52  |
| <b>INC000000607549</b> | Harper Randall                 | Application      | Error    | Gmail                        |          | TIR Missed: Yes | 2.37  |
|                        | Application Services           | Dustin Crump     | Health   | Low                          | Closed   | TTR Missed: No  | 2.37  |
| <b>INC000000607565</b> | Drew Quinn                     | Application      | Error    | Gmail                        |          | TIR Missed: Yes | 6.46  |
|                        | Metro D Desktop Support        | Steve Gibb       | Health   | Low                          | Closed   | TTR Missed: Yes | 7.18  |
| <b>INC000000607578</b> | Cynthia Alexander              | Application      | None     | Microsoft Word               |          | TIR Missed: Yes | 1.22  |
|                        | Metro D Desktop Support        | Philip Henderson | Health   | Low                          | Closed   | TTR Missed: No  | 2.09  |
| <b>INC000000607582</b> | Mary Pahoundis                 | Application      | None     | Gmail                        |          | TIR Missed: Yes | 2.08  |
|                        | Technical Lead/Project Manager | John Stephenson  | Health   | Low                          | Closed   | TTR Missed: No  | 2.08  |
| <b>INC000000607591</b> | Brad Peck                      | Application      | Error    | Gmail                        |          | TIR Missed: Yes | 9.38  |
|                        | Help Desk                      | James Stearns    | Health   | Low                          | Closed   | TTR Missed: Yes | 10.15 |
| <b>INC000000607603</b> | Hillary McDermott              | Application      | Error    | Gmail                        |          | TIR Missed: No  | 0.05  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                          | Closed   | TTR Missed: Yes | 6.84  |
| <b>INC000000607618</b> | Cindy Page                     | None             | None     | Gmail                        |          | TIR Missed: Yes | 9.28  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                          | Resolved | TTR Missed: Yes | 10.55 |
| <b>INC000000607623</b> | Vickie Rolfe                   | Application      | Password | Utah Master Directory        |          | TIR Missed: Yes | 1.48  |
|                        | Metro D Help Desk              | Doug Brown       | Health   | Low                          | Closed   | TTR Missed: No  | 1.48  |
| <b>INC000000607628</b> | Vanonda Kern                   | Application      | None     | Gmail                        |          | TIR Missed: No  | 0.95  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                          | Closed   | TTR Missed: Yes | 9.60  |
| <b>INC000000607663</b> | Patrice Morley                 | PC/Laptop        | Error    | None                         |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Eldon Jenson     | Health   | Low                          | Closed   | TTR Missed: No  | 0.04  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |  |                                    |                     |                                    |          |                                    |                |
|------------------------|--|------------------------------------|---------------------|------------------------------------|----------|------------------------------------|----------------|
| <b>INC000000607679</b> | Salinda Whetman<br>Application Services          | Application<br>Danielle Hood       | Error<br>Health     | Gmail<br>Low                       | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 19.52<br>50.69 |
| <b>INC000000607698</b> | Rodney Hopkins<br>Help Desk                      | Application<br>James Stearns       | Error<br>Health     | Gmail<br>Low                       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000607700</b> | Deborah Turner<br>Technical Lead/Project Manager | Application<br>Mart Gardner        | Reporting<br>Health | None<br>Low                        | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 8.88<br>10.20  |
| <b>INC000000607714</b> | Rodney Hopkins<br>Metro A Help Desk              | Application<br>Ed Conrad           | Error<br>Health     | Gmail<br>Low                       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.61<br>0.61   |
| <b>INC000000607740</b> | Trecia Carpenter<br>Metro D Desktop Support      | Application<br>Michael Schmidt     | Error<br>Health     | None<br>Low                        | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.17<br>0.17   |
| <b>INC000000607795</b> | Erik D Christensen<br>Metro D Help Desk          | Application<br>Matthew Earl        | Password<br>Health  | Utah Master Directory<br>Low       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.41<br>2.79   |
| <b>INC000000607796</b> | Diane J Hutchinson<br>Metro D Help Desk          | Mainframe<br>Doug Brown            | Password<br>Health  | BlueZone<br>Low                    | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000607802</b> | Carol Clawson<br>Help Desk                       | Application<br>Julie VanBeekum     | Password<br>Health  | Utah Master Directory<br>Low       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.81<br>0.81   |
| <b>INC000000607812</b> | Karen Tsuyuki<br>Technical Lead/Project Manager  | Application<br>Mart Gardner        | Error<br>Health     | Gmail<br>Low                       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.76<br>0.76   |
| <b>INC000000607822</b> | Amber Brown<br>Technical Lead/Project Manager    | None<br>Mart Gardner               | None<br>Health      | Gmail<br>Low                       | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.72<br>0.72   |
| <b>INC000000607834</b> | Sarah Bagley<br>Rural South Desktop Support      | Application<br>Joel Finlinson      | Error<br>Health     | Gmail<br>Low                       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.65<br>0.65   |
| <b>INC000000607852</b> | Lynn Meinor<br>Metro D Desktop Support           | Mobile Devices<br>Philip Henderson | Error<br>Health     | Novell GroupWise PDA Connec<br>Low | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.38<br>0.48   |
| <b>INC000000607907</b> | Joshua Legler<br>Enterprise Security             | Application<br>Sharon Smith        | Error<br>Health     | Gmail<br>Low                       | Closed   | TIR Missed: Yes<br>TTR Missed: Yes | 9.00<br>9.00   |
| <b>INC000000607923</b> | Judy Harris<br>Help Desk                         | Application<br>Brenda Treadway     | Password<br>Health  | Utah Master Directory<br>Low       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000607926</b> | Lin-Marie Wright<br>Application Services         | None<br>Tony Larsen                | None<br>Health      | Gmail<br>Low                       | Resolved | TIR Missed: Yes<br>TTR Missed: No  | 1.97<br>1.98   |
| <b>INC000000607929</b> | Judy Harris<br>Metro D Help Desk                 | Application<br>Matthew Earl        | Error<br>Health     | Gmail<br>Low                       | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000607942</b> | Shandi Adamson<br>Technical Lead/Project Manager | None<br>John Stephenson            | None<br>Health      | Gmail<br>Low                       | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                  |          |                       |          |                 |       |
|------------------------|--------------------------------|------------------|----------|-----------------------|----------|-----------------|-------|
| <b>INC000000607957</b> | Stephanie Robinson             | None             | None     | Gmail                 |          | TIR Missed: No  | 0.00  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                   | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000607984</b> | Judy Harris                    | Application      | Error    | gmail                 |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson    | Health   | Low                   | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000607995</b> | Lidia Mesmer                   | None             | None     | Gmail                 |          | TIR Missed: No  | 0.00  |
|                        | Technical Lead/Project Manager | John Stephenson  | Health   | Low                   | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000607998</b> | Gail Rapp                      | Application      | Error    | Gmail                 |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson    | Health   | Low                   | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000608079</b> | Judy Harris                    | Application      | Error    | Gmail                 |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                   | Closed   | TTR Missed: No  | 1.97  |
| <b>INC000000608102</b> | Lily Doyle                     | Application      | Error    | Gmail                 |          | TIR Missed: Yes | 35.75 |
|                        | Application Services           | Paul Lundell     | Health   | Low                   | Resolved | TTR Missed: Yes | 35.75 |
| <b>INC000000608168</b> | Jenniel Allen                  | Application      | Error    | Gmail                 |          | TIR Missed: No  | 0.00  |
|                        | Application Services           | Danielle Hood    | Health   | Low                   | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000608170</b> | Harry Armstrong                | Application      | Password | None                  |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | James Stearns    | Health   | Low                   | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000608199</b> | Amber Sloan                    | Application      | Password | Utah Master Directory |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | James Stearns    | Health   | Low                   | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000608224</b> | Vickie Rolfe                   | Application      | Error    | Gmail                 |          | TIR Missed: No  | 0.07  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                   | Closed   | TTR Missed: No  | 3.79  |
| <b>INC000000608263</b> | Patrice Isabella               | Application      | Password | Utah Master Directory |          | TIR Missed: Yes | 1.77  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                   | Closed   | TTR Missed: No  | 4.64  |
| <b>INC000000608264</b> | Patrice Isabella               | Application      | Password | Utah Master Directory |          | TIR Missed: Yes | 1.69  |
|                        | Help Desk                      | Brenda Treadway  | Health   | Low                   | Closed   | TTR Missed: No  | 1.69  |
| <b>INC000000608293</b> | Mary Pahoundis                 | Application      | Error    | Gmail                 |          | TIR Missed: Yes | 46.88 |
|                        | Enterprise Security            | Sharon Smith     | Health   | Low                   | Resolved | TTR Missed: Yes | 63.36 |
| <b>INC000000608303</b> | Mary Pahoundis                 | None             | None     | None                  |          | TIR Missed: No  | 0.31  |
|                        | Metro C West Desktop Support   | Cody Flanders    | Health   | Low                   | Closed   | TTR Missed: No  | 0.31  |
| <b>INC000000608309</b> | Addie Wilson                   | Application      | Error    | Gmail                 |          | TIR Missed: No  | 0.46  |
|                        | Rural North Desktop Support    | Dane Smith       | Health   | Low                   | Closed   | TTR Missed: No  | 0.46  |
| <b>INC000000608325</b> | Carolyn Croxall                | Application      | Error    | Gmail                 |          | TIR Missed: Yes | 27.49 |
|                        | Metro D Desktop Support        | Philip Henderson | Health   | Low                   | Resolved | TTR Missed: Yes | 40.06 |
| <b>INC000000608330</b> | Tannath Freeman                | Network          | Password | None                  |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson    | Health   | Low                   | Closed   | TTR Missed: No  | 0.00  |



# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |  |                                 |                    |   |                                    |                |
|------------------------|--|---------------------------------|--------------------|---|------------------------------------|----------------|
| <b>INC000000608342</b> | Dana Foxx<br>Metro D Help Desk                     | Application<br>John Robinson    | Password<br>Health | Utah Master Directory<br>Low            | TIR Missed: Yes<br>TTR Missed: No  | 1.46<br>2.65   |
| <b>INC000000608347</b> | Susan Rugg<br>Metro D Help Desk                    | Application<br>John Robinson    | Error<br>Health    | Gmail<br>Low                            | TIR Missed: Yes<br>TTR Missed: No  | 3.70<br>3.70   |
| <b>INC000000608350</b> | Sharen Jorgensen<br>Metro D Help Desk              | Network<br>Matthew Earl         | Password<br>Health | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000608353</b> | Aaron Eklund<br>Rural North Desktop Support        | None<br>Ruston McKay            | None<br>Health     | None<br>Low                             | TIR Missed: No<br>TTR Missed: No   | 0.23<br>0.87   |
| <b>INC000000608363</b> | Cyndi Bemis<br>Metro D Help Desk                   | None<br>Doug Brown              | None<br>Health     | None<br>Low                             | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000608390</b> | Kristin Brown<br>Metro C West Desktop Support      | None<br>Cody Flanders           | None<br>Health     | None<br>Low                             | TIR Missed: Yes<br>TTR Missed: Yes | 10.02<br>10.02 |
| <b>INC000000608436</b> | Catherine Sparks<br>Metro D Desktop Support        | Application<br>Philip Henderson | Error<br>Health    | None<br>Low                             | TIR Missed: No<br>TTR Missed: No   | 0.00<br>3.27   |
| <b>INC000000608459</b> | Nanette Waters<br>Operations Production Control    | Mainframe<br>Cal Brinton        | Password<br>Health | BlueZone<br>Low                         | TIR Missed: No<br>TTR Missed: No   | 0.32<br>0.32   |
| <b>INC000000608462</b> | Nanette Waters<br>Operations Production Control    | Mainframe<br>Cal Brinton        | None<br>Health     | BlueZone<br>Low                         | TIR Missed: No<br>TTR Missed: No   | 0.32<br>0.32   |
| <b>INC000000608463</b> | Terri C Johnson<br>Metro D Help Desk               | Application<br>Matthew Earl     | Error<br>Health    | Gmail<br>Low                            | TIR Missed: Yes<br>TTR Missed: Yes | 32.87<br>38.66 |
| <b>INC000000608482</b> | Steve Hadden<br>Metro D Help Desk                  | Application<br>Matthew Earl     | Error<br>Health    | None<br>Low                             | TIR Missed: No<br>TTR Missed: No   | 0.60<br>4.90   |
| <b>INC000000608498</b> | Terri C Johnson<br>Metro D Help Desk               | Application<br>Matthew Earl     | Error<br>Health    | Gmail<br>Low                            | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000608511</b> | Gabriela Rabiega<br>Help Desk                      | Application<br>Vicky Marrelli   | Error<br>Health    | Gmail<br>Low                            | TIR Missed: Yes<br>TTR Missed: Yes | 10.24<br>16.29 |
| <b>INC000000608533</b> | David Meadows<br>Metro D Help Desk                 | None<br>Doug Brown              | None<br>Health     | None<br>Low                             | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000608538</b> | Winfred Pauley<br>Technical Lead/Project Manager   | None<br>Mart Gardner            | None<br>Health     | Gmail<br>Low                            | TIR Missed: No<br>TTR Missed: No   | 0.57<br>0.57   |
| <b>INC000000608562</b> | Glenna McClellan<br>Metro D Help Desk              | Network<br>Doug Brown           | Password<br>Health | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000608575</b> | Laura Lee Detton<br>Technical Lead/Project Manager | None<br>Mart Gardner            | None<br>Health     | Gmail<br>Low                            | TIR Missed: No<br>TTR Missed: No   | 0.31<br>0.31   |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                  |          |                                 |        |                 |       |
|------------------------|--------------------------------|------------------|----------|---------------------------------|--------|-----------------|-------|
| <b>INC000000608594</b> | Melissa Leak                   | None             | None     | None                            |        | TIR Missed: No  | 0.56  |
|                        | Technical Lead/Project Manager | Mart Gardner     | Health   | Low                             | Closed | TTR Missed: No  | 3.09  |
| <b>INC000000608606</b> | Darcy Gliedman                 | Application      | Error    | Gmail                           |        | TIR Missed: Yes | 4.35  |
|                        | Enterprise Security            | Dan Cook         | Health   | Low                             | Closed | TTR Missed: No  | 5.35  |
| <b>INC000000608629</b> | Jan Miltenberger               | None             | None     | None                            |        | TIR Missed: No  | 0.00  |
|                        | Operations Production Control  | Duane Hardy      | Health   | Low                             | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000608646</b> | Kelly Banon                    | Application      | Error    | Internet Explorer               |        | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support  | Rod Montoya      | Health   | Low                             | Closed | TTR Missed: No  | 0.13  |
| <b>INC000000608651</b> | Russell Hardy                  | PC/Laptop        | Hardware | None                            |        | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support  | Rod Montoya      | Health   | Low                             | Closed | TTR Missed: No  | 0.10  |
| <b>INC000000608666</b> | Karen Amblin                   | Application      | Error    | Medicaid Managed Care System    |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown       | Health   | Low                             | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000608702</b> | Hattie Perry                   | Application      | Error    | Gmail                           |        | TIR Missed: Yes | 4.15  |
|                        | Metro D Desktop Support        | Philip Henderson | Health   | Low                             | Closed | TTR Missed: No  | 5.95  |
| <b>INC000000608705</b> | Lynnette Godfrey               | Application      | Password | Utah Master Directory           |        | TIR Missed: No  | 0.34  |
|                        | Help Desk                      | James Stearns    | Health   | Low                             | Closed | TTR Missed: No  | 0.37  |
| <b>INC000000608716</b> | Dayna Christenson              | Application      | Error    | Gmail                           |        | TIR Missed: Yes | 32.51 |
|                        | Enterprise Security            | Sharon Smith     | Health   | Low                             | Closed | TTR Missed: Yes | 32.55 |
| <b>INC000000608740</b> | Melissa Leak                   | None             | None     | None                            |        | TIR Missed: No  | 0.36  |
|                        | Metro D Help Desk              | Doug Brown       | Health   | Low                             | Closed | TTR Missed: No  | 0.36  |
| <b>INC000000608773</b> | Bruce Wood                     | Application      | None     | State Payroll Time Entry System |        | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Julie VanBeekum  | Health   | Low                             | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000608786</b> | Joyce Vigil                    | Application      | Error    | Internet Explorer               |        | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl     | Health   | Low                             | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000608802</b> | Michael R Jensen               | Application      | Error    | Microsoft Windows 7             |        | TIR Missed: No  | 0.21  |
|                        | Metro D Desktop Support        | Eldon Jenson     | Health   | Low                             | Closed | TTR Missed: No  | 1.79  |
| <b>INC000000608828</b> | Linda Morris                   | Application      | None     | Gmail                           |        | TIR Missed: No  | 0.34  |
|                        | Help Desk                      | Eileen Dubach    | Health   | Low                             | Closed | TTR Missed: No  | 1.63  |
| <b>INC000000608842</b> | Lin-Marie Wright               | Application      | Password | Utah Master Directory           |        | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Brenda Treadway  | Health   | Low                             | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000608884</b> | Nanette Waters                 | Mainframe        | Password | BlueZone                        |        | TIR Missed: No  | 0.11  |
|                        | Operations Production Control  | Duane Hardy      | Health   | Low                             | Closed | TTR Missed: No  | 0.11  |
| <b>INC000000608887</b> | Nanette Waters                 | None             | None     | None                            |        | TIR Missed: No  | 0.25  |
|                        | Operations Production Control  | Duane Hardy      | Health   | Low                             | Closed | TTR Missed: No  | 0.27  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                                |                   |                     |          |                                  |                 |        |
|--------------------------------|-------------------|---------------------|----------|----------------------------------|-----------------|--------|
| <b>INC000000608894</b>         | Melissa Zito      | Application         | Error    | Utah Master Directory            | TIR Missed: No  | 0.00   |
| Help Desk                      | Brenda Treadway   | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |
| <b>INC000000608899</b>         | Linda Morris      | Application         | None     | Gmail                            | TIR Missed: No  | 0.00   |
| Help Desk                      | Eileen Dubach     | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |
| <b>INC000000608908</b>         | Susan Ord         | Network             | Password | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00   |
| Metro D Help Desk              | Matthew Earl      | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |
| <b>INC000000608938</b>         | Bruce Wood        | Application         | Password | State Payroll Time Entry System  | TIR Missed: No  | 0.00   |
| Help Desk                      | Vicky Marrelli    | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |
| <b>INC000000608944</b>         | Malaena Toohey    | Application         | Error    | Gmail                            | TIR Missed: No  | 0.22   |
| Metro D Help Desk              | Matthew Earl      | Health              | Low      | Closed                           | TTR Missed: No  | 0.68   |
| <b>INC000000608956</b>         | Melissa Leak      | Application         | Error    | Gmail                            | TIR Missed: Yes | 30.80  |
| Application Services           | Paul Lundell      | Health              | Low      | Resolved                         | TTR Missed: Yes | 30.80  |
| <b>INC000000608957</b>         | Kara Verner       | Application         | Error    | Gmail                            | TIR Missed: No  | 0.00   |
| Metro D Help Desk              | Matthew Earl      | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |
| <b>INC000000608962</b>         | Melissa Leak      | None                | None     | Gmail                            | TIR Missed: Yes | 39.81  |
| Application Services           | Danielle Hood     | Health              | Low      | Resolved                         | TTR Missed: Yes | 39.81  |
| <b>INC000000609021</b>         | Mary Pahoundis    | Network             | None     | None                             | TIR Missed: No  | 0.00   |
| Help Desk                      | Vicky Marrelli    | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |
| <b>INC000000609050</b>         | Allyn Nakashima   | None                | None     | None                             | TIR Missed: No  | 0.03   |
| Metro D Help Desk              | Doug Brown        | Health              | Low      | Closed                           | TTR Missed: No  | 2.37   |
| <b>INC000000609051</b>         | Kimberly McNamara | None                | None     | None                             | TIR Missed: No  | 0.46   |
| Metro D Hosting                | David Hert        | Health              | Medium   | Closed                           | TTR Missed: No  | 0.62   |
| <b>INC000000609082</b>         | Amber Kelly       | None                | None     | None                             | TIR Missed: Yes | 214.57 |
| Technical Lead/Project Manager | Corona Ngatuva    | Health              | High     | Resolved                         | TTR Missed: Yes | 214.57 |
| <b>INC000000609090</b>         | Nathan Checketts  | EIS Hardware        | Scanner  | None                             | TIR Missed: Yes | 6.08   |
| Metro D Desktop Support        | Philip Henderson  | Health              | Low      | Closed                           | TTR Missed: Yes | 6.08   |
| <b>INC000000609122</b>         | Eric Grant        | Print/Copy/Scan/Fax | None     | None                             | TIR Missed: No  | 0.36   |
| Metro D Desktop Support        | Eldon Jenson      | Health              | Low      | Closed                           | TTR Missed: No  | 0.49   |
| <b>INC000000609183</b>         | Marie Aschliman   | None                | None     | None                             | TIR Missed: Yes | 37.88  |
| Application Services           | Dustin Crump      | Health              | Low      | Resolved                         | TTR Missed: Yes | 37.88  |
| <b>INC000000609256</b>         | Annie Coyle       | EIS Hardware        | Scanner  | None                             | TIR Missed: No  | 0.00   |
| Metro D Desktop Support        | Philip Henderson  | Health              | Medium   | Closed                           | TTR Missed: No  |        |
| <b>INC000000609297</b>         | Craig Mitchell    | Print/Copy/Scan/Fax | Queue    | None                             | TIR Missed: No  | 0.00   |
| Rural North Desktop Support    | Ruston McKay      | Health              | Low      | Closed                           | TTR Missed: No  | 0.00   |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                     |          |                                  |          |                 |       |
|------------------------|--------------------------------|---------------------|----------|----------------------------------|----------|-----------------|-------|
| <b>INC000000609309</b> | Lamar Kelly                    | Mobile Devices      | Error    | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl        | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609331</b> | Shannon Skiles                 | None                | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Tina West           | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609333</b> | Michelle G Christensen         | None                | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Steve Gibb          | Health   | Low                              | Closed   | TTR Missed: No  | 3.07  |
| <b>INC000000609458</b> | Walt Torres                    | Application         | Error    | Gmail                            |          | TIR Missed: No  | 0.33  |
|                        | Rural South Desktop Support    | Julie Christensen   | Health   | Low                              | Closed   | TTR Missed: No  | 0.50  |
| <b>INC000000609475</b> | Emi States                     | Network             | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Eileen Dubach       | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609488</b> | Michelle Grossman              | Application         | Error    | PGP                              |          | TIR Missed: No  | 0.19  |
|                        | Metro B Desktop Support        | Cindy Reed          | Health   | Low                              | Closed   | TTR Missed: No  | 0.87  |
| <b>INC000000609497</b> | Joyce Vigil                    | Application         | Error    | Microsoft Windows 7              |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Eldon Jenson        | Health   | Low                              | Closed   | TTR Missed: No  | 3.17  |
| <b>INC000000609527</b> | Cyndi Bemis                    | None                | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson       | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609591</b> | Harry Armstrong                | None                | None     | Gmail                            |          | TIR Missed: No  | 0.52  |
|                        | Technical Lead/Project Manager | John Stephenson     | Health   | Low                              | Resolved | TTR Missed: No  | 0.52  |
| <b>INC000000609622</b> | Adam Steele                    | Application         | None     | None                             |          | TIR Missed: Yes | 17.88 |
|                        | Application Services           | Tony Larsen         | Health   | Low                              | Resolved | TTR Missed: Yes | 30.87 |
| <b>INC000000609662</b> | Michelle G Christensen         | Print/Copy/Scan/Fax | Incident | None                             |          | TIR Missed: Yes | 73.94 |
|                        | Application Services           | Danielle Hood       | Health   | Low                              | Resolved | TTR Missed: Yes | 84.32 |
| <b>INC000000609668</b> | Gene Cottrell                  | None                | None     | None                             |          | TIR Missed: No  | 0.94  |
|                        | Enterprise Security            | Sharon Smith        | Health   | Low                              | Resolved | TTR Missed: Yes | 21.61 |
| <b>INC000000609671</b> | Jenni Wagner                   | Application         | Error    | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl        | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609683</b> | Rituraj Saxena                 | Network             | Virus    | Microsoft Windows 7              |          | TIR Missed: No  | 0.29  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health   | Low                              | Resolved | TTR Missed: No  | 0.49  |
| <b>INC000000609688</b> | Tina Bohannon                  | Application         | Error    | Gmail                            |          | TIR Missed: No  | 0.23  |
|                        | Metro D Help Desk              | John Robinson       | Health   | Low                              | Closed   | TTR Missed: No  | 2.57  |
| <b>INC000000609691</b> | Coreen Anderson                | Application         | Error    | Gmail                            |          | TIR Missed: No  | 0.37  |
|                        | Help Desk                      | Julie VanBeekum     | Health   | Low                              | Closed   | TTR Missed: No  | 2.03  |
| <b>INC000000609711</b> | Steve Hadden                   | Application         | Error    | Microsoft Word                   |          | TIR Missed: No  | 0.12  |
|                        | Metro D Desktop Support        | Michael Schmidt     | Health   | Low                              | Closed   | TTR Missed: No  | 0.15  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                     |            |                                  |          |                 |       |
|------------------------|--------------------------------|---------------------|------------|----------------------------------|----------|-----------------|-------|
| <b>INC000000609722</b> | Cathy Hatch                    | Application         | Error      | Gmail                            |          | TIR Missed: No  | 0.34  |
|                        | Rural South Desktop Support    | Dan Anthony         | Health     | Low                              | Closed   | TTR Missed: No  | 0.34  |
| <b>INC000000609745</b> | Sarah Bagley                   | Application         | Password   | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Vicky Marrelli      | Health     | Low                              | Closed   | TTR Missed: No  | 0.08  |
| <b>INC000000609750</b> | Terry Holden                   | Application         | Error      | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl        | Health     | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609796</b> | David Schoettmer               | Application         | Password   | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | James Stearns       | Health     | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000609801</b> | Claudia Canales                | Application         | Password   | Medicaid Managed Care System     |          | TIR Missed: Yes | 1.25  |
|                        | Application Support - Oracle   | Ryan Nicol          | Health     | Low                              | Closed   | TTR Missed: No  | 3.20  |
| <b>INC000000609841</b> | Mae Aguayo                     | None                | None       | Gmail                            |          | TIR Missed: No  | 0.03  |
|                        | Technical Lead/Project Manager | Mart Gardner        | Health     | Low                              | Resolved | TTR Missed: No  | 4.42  |
| <b>INC000000609855</b> | Dawn Tavares                   | Application         | Error      | None                             |          | TIR Missed: No  | 0.42  |
|                        | Metro D Desktop Support        | Eldon Jenson        | Health     | Low                              | Closed   | TTR Missed: No  | 2.77  |
| <b>INC000000609866</b> | Melissa Leak                   | Print/Copy/Scan/Fax | None       | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health     | Low                              | Closed   | TTR Missed: No  | 0.02  |
| <b>INC000000609905</b> | Lisa Young                     | None                | None       | Gmail                            |          | TIR Missed: Yes | 14.82 |
|                        | Enterprise Security            | Sharon Smith        | Health     | Low                              | Resolved | TTR Missed: Yes | 17.88 |
| <b>INC000000609916</b> | Tanayia Pomikala               | PC/Laptop           | Password   | Microsoft Windows 7              |          | TIR Missed: No  | 0.46  |
|                        | Metro D Help Desk              | Matthew Earl        | Health     | Low                              | Closed   | TTR Missed: No  | 0.68  |
| <b>INC000000609917</b> | Shelly Wykoff                  | None                | None       | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Michael Schmidt     | Health     | Low                              | Resolved | TTR Missed: Yes | 18.10 |
| <b>INC000000609923</b> | Tracy Freeman                  | EIS Hardware        | None       | None                             |          | TIR Missed: No  | 0.33  |
|                        | Strategic Communications       | Luis Larios         | Health     | Low                              | Closed   | TTR Missed: Yes | 8.59  |
| <b>INC000000609951</b> | Steve Hadden                   | Application         | Reporting  | WordPerfect Office 2002          |          | TIR Missed: No  | 0.31  |
|                        | Metro D Desktop Support        | Michael Schmidt     | Health     | Low                              | Resolved | TTR Missed: No  | 2.29  |
| <b>INC000000609973</b> | Emily Sagers                   | Print/Copy/Scan/Fax | None       | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health     | Low                              | Closed   | TTR Missed: No  | 0.25  |
| <b>INC000000609987</b> | Frances Barben                 | Print/Copy/Scan/Fax | Error Code | None                             |          | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support  | Gerald Adams        | Health     | Low                              | Closed   | TTR Missed: No  | 2.49  |
| <b>INC000000609998</b> | Tracy Freeman                  | None                | None       | None                             |          | TIR Missed: No  | 0.06  |
|                        | Enterprise Security            | Jed Johnson         | Health     | Low                              | Resolved | TTR Missed: Yes | 23.12 |
| <b>INC000000610002</b> | Carolyn Evans                  | Application         | Password   | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Eileen Dubach       | Health     | Low                              | Closed   | TTR Missed: No  | 0.00  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                     |          |                   |          |                 |       |
|------------------------|--------------------------------|---------------------|----------|-------------------|----------|-----------------|-------|
| <b>INC000000610005</b> | Adriana Moreno                 | Print/Copy/Scan/Fax | None     | None              |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health   | Low               | Closed   | TTR Missed: No  | 0.06  |
| <b>INC000000610008</b> | Coreen Anderson                | Application         | Password | Gmail             |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                      | Julie VanBeekum     | Health   | Low               | Closed   | TTR Missed: No  | 0.50  |
| <b>INC000000610010</b> | Michelle G Christensen         | None                | None     | None              |          | TIR Missed: No  | 0.00  |
|                        | Application Services           | Tony Larsen         | Health   | Low               | Closed   | TTR Missed: No  | 4.35  |
| <b>INC000000610020</b> | Irene Petrogeorge              | Mobile Devices      | Error    | iPhone            |          | TIR Missed: No  | 0.45  |
|                        | Metro D Help Desk              | Doug Brown          | Health   | Low               | Closed   | TTR Missed: No  | 0.45  |
| <b>INC000000610021</b> | Corina Pace                    | Application         | Error    | None              |          | TIR Missed: No  | 0.48  |
|                        | Metro D Desktop Support        | Michael Schmidt     | Health   | Low               | Closed   | TTR Missed: No  | 0.68  |
| <b>INC000000610038</b> | Holly Lumley                   | None                | None     | Gmail             |          | TIR Missed: No  | 0.20  |
|                        | Metro D Help Desk              | Doug Brown          | Health   | Low               | Closed   | TTR Missed: No  | 1.19  |
| <b>INC000000610041</b> | Holly Lumley                   | Application         | Password | None              |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | John Robinson       | Health   | Low               | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610055</b> | Doug May                       | None                | None     | Gmail             |          | TIR Missed: No  | 0.60  |
|                        | Metro D Help Desk              | Doug Brown          | Health   | Low               | Closed   | TTR Missed: No  | 0.60  |
| <b>INC000000610072</b> | Karen M Smith                  | EIS Hardware        | Scanner  | None              |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl        | Health   | Low               | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610092</b> | Gayle Six                      | Application         | Error    | Gmail             |          | TIR Missed: Yes | 10.09 |
|                        | Application Services           | Danielle Hood       | Health   | Low               | Resolved | TTR Missed: Yes | 10.09 |
| <b>INC000000610105</b> | Tina Bohannon                  | None                | None     | None              |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown          | Health   | Low               | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610112</b> | Jon Reid                       | None                | None     | None              |          | TIR Missed: Yes | 25.61 |
|                        | Technical Lead/Project Manager | Paul Lundell        | Health   | Medium            | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000610112</b> | Jon Reid                       | None                | None     | None              |          | TIR Missed: Yes | 25.61 |
|                        | Technical Lead/Project Manager | Paul Lundell        | Health   | Medium            | Resolved | TTR Missed: Yes | 25.61 |
| <b>INC000000610120</b> | Tina Bohannon                  | None                | None     | None              |          | TIR Missed: Yes | 1.01  |
|                        | Metro D Desktop Support        | Tina West           | Health   | Low               | Closed   | TTR Missed: No  | 2.31  |
| <b>INC000000610136</b> | Russell Pierson                | Application         | None     | Internet Explorer |          | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support  | Gerald Adams        | Health   | Low               | Closed   | TTR Missed: No  | 1.03  |
| <b>INC000000610140</b> | Roger Price                    | Application         | Error    | Gmail             |          | TIR Missed: No  | 0.87  |
|                        | Metro D Desktop Support        | Steve Gibb          | Health   | Low               | Closed   | TTR Missed: No  | 0.96  |
| <b>INC000000610163</b> | Lori Savoie                    | Application         | Error    | Gmail             |          | TIR Missed: Yes | 5.96  |
|                        | Enterprise Security            | Dan Cook            | Health   | Low               | Closed   | TTR Missed: Yes | 10.52 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                         |                  |          |                                  |          |                 |       |
|------------------------|-------------------------|------------------|----------|----------------------------------|----------|-----------------|-------|
| <b>INC000000610167</b> | Lainie Harris           | None             | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support | Tina West        | Health   | Low                              | Closed   | TTR Missed: No  | 1.49  |
| <b>INC000000610174</b> | Melissa Leak            | Application      | None     | None                             |          | TIR Missed: No  | 0.61  |
|                        | Metro D Desktop Support | Philip Henderson | Health   | Low                              | Closed   | TTR Missed: No  | 3.50  |
| <b>INC000000610211</b> | Adriana Moreno          | Application      | Error    | Gmail                            |          | TIR Missed: Yes | 11.73 |
|                        | Application Services    | Tony Larsen      | Health   | Low                              | Resolved | TTR Missed: Yes | 15.29 |
| <b>INC000000610218</b> | Riki Rice               | None             | None     | None                             |          | TIR Missed: No  | 0.06  |
|                        | Metro D Desktop Support | Michael Schmidt  | Health   | Low                              | Resolved | TTR Missed: No  | 0.25  |
| <b>INC000000610247</b> | Cheryl Gunnell          | PC/Laptop        | Hardware | None                             |          | TIR Missed: No  | 0.27  |
|                        | Metro D Desktop Support | Eldon Jenson     | Health   | Low                              | Closed   | TTR Missed: No  | 0.76  |
| <b>INC000000610263</b> | Terry Holden            | None             | None     | None                             |          | TIR Missed: No  | 0.78  |
|                        | Metro D Desktop Support | Tina West        | Health   | Low                              | Closed   | TTR Missed: No  | 0.86  |
| <b>INC000000610341</b> | Melanie Jorgenson       | None             | None     | Gmail                            |          | TIR Missed: No  | 0.62  |
|                        | Metro D Desktop Support | Michael Schmidt  | Health   | Low                              | Resolved | TTR Missed: No  | 3.10  |
| <b>INC000000610367</b> | Gayle Wood              | Network          | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk       | Matthew Earl     | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610407</b> | Irene Petrogeorge       | Network          | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk       | Doug Brown       | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610413</b> | Sandy Spencer           | Application      | Password | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Help Desk               | Brenda Treadway  | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610467</b> | Jenny Allred            | Application      | Error    | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Help Desk               | Julie VanBeekum  | Health   | Low                              | Closed   | TTR Missed: No  | 2.30  |
| <b>INC000000610505</b> | Purita Buck             | None             | None     | Gmail                            |          | TIR Missed: Yes | 18.62 |
|                        | Enterprise Security     | Jed Johnson      | Health   | Low                              | Resolved | TTR Missed: Yes | 19.13 |
| <b>INC000000610508</b> | Lynn Meinor             | Application      | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support | Philip Henderson | Health   | Low                              | Resolved | TTR Missed: No  | 5.86  |
| <b>INC000000610539</b> | Rachel Ream             | Application      | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Help Desk               | Vicky Marrelli   | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610572</b> | Holly Lumley            | Network          | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk       | Doug Brown       | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000610626</b> | Deborah Ellis           | Application      | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support | Philip Henderson | Health   | Low                              | Closed   | TTR Missed: No  | 0.70  |
| <b>INC000000610628</b> | Richard Cumba           | None             | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk       | John Robinson    | Health   | Low                              | Closed   | TTR Missed: No  | 0.00  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |  |                                 |                    |   |          |                                    |                |
|------------------------|--|---------------------------------|--------------------|---|----------|------------------------------------|----------------|
| <b>INC000000610629</b> | Patrice Morley<br>Metro D Desktop Support              | Application<br>Philip Henderson | None<br>Health     | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.69   |
| <b>INC000000610642</b> | Corina Pace<br>Metro D Desktop Support                 | Application<br>Eldon Jenson     | Error<br>Health    | Gmail<br>Low                            | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.77<br>5.60   |
| <b>INC000000610651</b> | Ronald Marsden<br>Application Services                 | Application<br>Paul Lundell     | Error<br>Health    | Gmail<br>Low                            | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 16.82<br>16.82 |
| <b>INC000000610662</b> | Susan Rugg<br>Metro D Help Desk                        | Application<br>Matthew Earl     | Error<br>Health    | Gmail<br>Low                            | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000610669</b> | Cassandra Fairclough<br>Technical Lead/Project Manager | Application<br>John Stephenson  | Error<br>Health    | Gmail<br>Low                            | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 7.71<br>22.41  |
| <b>INC000000610706</b> | Carol Runia<br>Application Services                    | Application<br>Terry Forsgren   | Error<br>Health    | Citrix ICA Client<br>Low                | Closed   | TIR Missed: Yes<br>TTR Missed: No  | 2.13<br>2.56   |
| <b>INC000000610712</b> | Burdean Wirtz<br>Metro D Help Desk                     | Application<br>Matthew Earl     | Error<br>Health    | Internet Explorer<br>Low                | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000610717</b> | Tracy Barkley<br>Help Desk                             | Application<br>Eileen Dubach    | None<br>Health     | Novell Client for 32-bit Windows<br>Low | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000610745</b> | Debra McBride<br>Operations Production Control         | None<br>Christie Burnham        | None<br>Health     | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000610748</b> | Tamara Hampton<br>Technical Lead/Project Manager       | None<br>Mart Gardner            | None<br>Health     | Gmail<br>High                           | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 1.19<br>71.50  |
| <b>INC000000610766</b> | Steven Steed<br>Metro D Desktop Support                | Application<br>Philip Henderson | None<br>Health     | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>4.83   |
| <b>INC000000610782</b> | Julie Moore<br>Metro D Desktop Support                 | PC/Laptop<br>Eldon Jenson       | Error<br>Health    | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>2.45   |
| <b>INC000000610787</b> | Nichoal Keyes<br>Operations Production Control         | Mainframe<br>Christie Burnham   | Error<br>Health    | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.58<br>0.58   |
| <b>INC000000610793</b> | Tannath Freeman<br>Metro C West Desktop Support        | PC/Laptop<br>Cody Flanders      | Password<br>Health | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: N/A  | 0.53           |
| <b>INC000000610836</b> | Tannath Freeman<br>Help Desk                           | Network<br>Julie VanBeekum      | Password<br>Health | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000610869</b> | Amy Daly<br>Metro D Help Desk                          | Application<br>Doug Brown       | Error<br>Health    | Gmail<br>Low                            | Closed   | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000610888</b> | Cecelia Richins<br>Application Services                | None<br>Tony Larsen             | None<br>Health     | Gmail<br>Low                            | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 6.20<br>6.21   |



# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                     |             |                                |          |                 |       |
|------------------------|--------------------------------|---------------------|-------------|--------------------------------|----------|-----------------|-------|
| <b>INC000000610902</b> | Marcee Mortensen               | None                | None        | None                           |          | TIR Missed: Yes | 1.06  |
|                        | Metro D Hosting                | Donny Ford          | Health      | Low                            | Resolved | TTR Missed: No  | 2.52  |
| <b>INC000000610904</b> | Marcee Mortensen               | None                | None        | None                           |          | TIR Missed: Yes | 1.03  |
|                        | Metro D Hosting                | Donny Ford          | Health      | Low                            | Resolved | TTR Missed: Yes | 15.50 |
| <b>INC000000610918</b> | Andrew Ozmun                   | Application         | Error       | None                           |          | TIR Missed: No  | 0.71  |
|                        | Metro D Desktop Support        | Michael Schmidt     | Health      | Low                            | Closed   | TTR Missed: No  | 2.38  |
| <b>INC000000610956</b> | Rituraj Saxena                 | PC/Laptop           | Performance | Microsoft Windows 7            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health      | Low                            | Closed   | TTR Missed: No  | 0.30  |
| <b>INC000000610958</b> | Simon Bolivar                  | Application         | Error       | None                           |          | TIR Missed: No  | 0.11  |
|                        | Metro D Hosting                | Sean McMillan       | Health      | Low                            | Closed   | TTR Missed: No  | 0.78  |
| <b>INC000000610961</b> | Phyllis Crowley                | Application         | None        | None                           |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health      | Low                            | Resolved | TTR Missed: No  | 1.74  |
| <b>INC000000610963</b> | Laurie Baksh                   | Application         | None        | None                           |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health      | Low                            | Resolved | TTR Missed: No  | 1.71  |
| <b>INC000000610965</b> | Catherine Groseclose           | Application         | Error       | None                           |          | TIR Missed: No  | 0.47  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health      | Low                            | Closed   | TTR Missed: No  | 1.03  |
| <b>INC000000610975</b> | Sue Dubois                     | Application         | None        | None                           |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health      | Low                            | Closed   | TTR Missed: No  | 1.57  |
| <b>INC000000610976</b> | Melissa Zito                   | Application         | Error       | Action Request System          |          | TIR Missed: No  | 0.03  |
|                        | Help Desk                      | Vicky Marrelli      | Health      | Low                            | Closed   | TTR Missed: No  | 0.64  |
| <b>INC000000610978</b> | Roger Price                    | Mobile Devices      | None        | iPhone                         |          | TIR Missed: No  | 0.61  |
|                        | Metro D Desktop Support        | Eldon Jenson        | Health      | Low                            | Closed   | TTR Missed: No  | 0.76  |
| <b>INC000000610985</b> | Randa Pickle                   | Application         | Password    | Content Manager                |          | TIR Missed: Yes | 1.07  |
|                        | Operations Production Control  | Christie Burnham    | Health      | Low                            | Closed   | TTR Missed: No  | 1.07  |
| <b>INC000000611010</b> | Cody Simonsen                  | Application         | Error       | Gmail                          |          | TIR Missed: No  | 0.01  |
|                        | Technical Lead/Project Manager | Mart Gardner        | Health      | Low                            | Closed   | TTR Missed: No  | 4.00  |
| <b>INC000000611016</b> | Tia Dalrymple                  | Application         | Error       | Gmail                          |          | TIR Missed: No  | 0.00  |
|                        | Technical Lead/Project Manager | Mart Gardner        | Health      | Low                            | Resolved | TTR Missed: No  | 3.89  |
| <b>INC000000611027</b> | Vicky Pierce                   | Application         | Error       | None                           |          | TIR Missed: No  | 0.59  |
|                        | Application Support - Oracle   | Ryan Nicol          | Health      | Low                            | Closed   | TTR Missed: No  | 2.11  |
| <b>INC000000611049</b> | Kathleen Anderson              | Print/Copy/Scan/Fax | Incident    | Laboratory Information Manager |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown          | Health      | Low                            | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000611060</b> | Rituraj Saxena                 | PC/Laptop           | None        | None                           |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Philip Henderson    | Health      | Low                            | Closed   | TTR Missed: No  | 0.05  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                              |                 |               |                                  |          |                 |      |
|------------------------|------------------------------|-----------------|---------------|----------------------------------|----------|-----------------|------|
| <b>INC000000611074</b> | Marie Nagata                 | Application     | Error         | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Doug Brown      | Health        | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000611120</b> | Diana Rueff                  | None            | None          | None                             |          | TIR Missed: No  | 0.08 |
|                        | Metro A Help Desk            | Edward Fortner  | Health        | Low                              | Closed   | TTR Missed: No  | 0.18 |
| <b>INC000000611136</b> | Debbie Bennion               | None            | None          | None                             |          | TIR Missed: No  | 0.19 |
|                        | Metro D Desktop Support      | Eldon Jenson    | Health        | Low                              | Closed   | TTR Missed: No  | 2.74 |
| <b>INC000000611318</b> | Judy Rohrbaugh               | Application     | Password      | Utah Master Directory            |          | TIR Missed: No  | 0.02 |
|                        | Help Desk                    | Brenda Treadway | Health        | Low                              | Closed   | TTR Missed: No  | 0.02 |
| <b>INC000000611368</b> | Kevin Bagley                 | EIS Hardware    | PC/Laptop     | None                             |          | TIR Missed: No  | 0.34 |
|                        | Metro D Desktop Support      | Eldon Jenson    | Health        | Low                              | Resolved | TTR Missed: No  | 2.29 |
| <b>INC000000611396</b> | Amber Kelly                  | Application     | Error         | Internet Explorer                |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Matthew Earl    | Health        | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000611435</b> | Irene Petrogeorge            | Network         | Password      | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Doug Brown      | Health        | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000611456</b> | Irene Petrogeorge            | None            | None          | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | John Robinson   | Health        | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000611459</b> | Amy Daly                     | Application     | Error         | None                             |          | TIR Missed: No  | 0.36 |
|                        | Metro D Desktop Support      | Michael Schmidt | Health        | Low                              | Resolved | TTR Missed: No  | 2.91 |
| <b>INC000000611492</b> | Cami Buchmiller              | Application     | None          | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Rural South Desktop Support  | Lance Nay       | Health        | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000611493</b> | Allyn Nakashima              | Application     | Error         | Gmail                            |          | TIR Missed: No  | 0.59 |
|                        | Metro D Desktop Support      | Michael Schmidt | Health        | Low                              | Resolved | TTR Missed: No  | 2.22 |
| <b>INC000000611521</b> | Emily Loftus                 | Application     | Error         | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Help Desk                    | Eileen Dubach   | Health        | Low                              | Resolved | TTR Missed: No  | 0.24 |
| <b>INC000000611522</b> | Rex Goodman                  | Telecom         | Coverage Path | Telephone                        |          | TIR Missed: No  | 0.25 |
|                        | Voice Operations             | James Gifford   | Health        | Low                              | Closed   | TTR Missed: No  | 0.63 |
| <b>INC000000611532</b> | Judy Ruiz                    | Application     | Password      | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | John Robinson   | Health        | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000611550</b> | Lamar Kelly                  | Mobile Devices  | Error         | None                             |          | TIR Missed: Yes | 1.02 |
|                        | Help Desk                    | Sarah Johnson   | Health        | Low                              | Closed   | TTR Missed: No  | 2.64 |
| <b>INC000000611556</b> | Charris Wayman               | Application     | Error         | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.25 |
|                        | Metro C West Desktop Support | Cody Flanders   | Health        | Low                              | Closed   | TTR Missed: No  | 3.41 |
| <b>INC000000611561</b> | Brian Blake                  | Network         | None          | None                             |          | TIR Missed: No  | 0.45 |
|                        | Metro D Hosting              | Donny Ford      | Health        | Low                              | Resolved | TTR Missed: No  | 1.58 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |   |                                     |                      |   |  |                |
|------------------------|---|-------------------------------------|----------------------|---|--|----------------|
| <b>INC000000611569</b> | Denise Spicer<br>Metro D Help Desk            | Network<br>Doug Brown               | Password<br>Health   | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.00<br>0.00   |
| <b>INC000000611570</b> | Julie Moore<br>Metro D Help Desk              | None<br>John Robinson               | None<br>Health       | None<br>Low                             | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.00<br>0.00   |
| <b>INC000000611587</b> | Christopher Wnek<br>Enterprise Security       | Application<br>Jed Johnson          | Reporting<br>Health  | Gmail<br>Low                            | TIR Missed: Yes<br>Closed<br>TTR Missed: Yes   | 6.84<br>6.84   |
| <b>INC000000611589</b> | Sherry Varley<br>Application Services         | None<br>Danielle Hood               | None<br>Health       | Postini<br>Low                          | TIR Missed: Yes<br>Resolved<br>TTR Missed: Yes | 11.37<br>11.46 |
| <b>INC000000611606</b> | Vanonda Kern<br>Billing                       | Application<br>Kristen Mar          | None<br>Health       | None<br>Low                             | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.43<br>1.14   |
| <b>INC000000611628</b> | Shari Hunsaker<br>Metro D Help Desk           | Network<br>Doug Brown               | Password<br>Health   | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.00<br>0.00   |
| <b>INC000000611649</b> | Leslie Minaya<br>Application Services         | None<br>Danielle Hood               | None<br>Health       | None<br>Low                             | TIR Missed: No<br>Resolved<br>TTR Missed: Yes  | 0.52<br>16.75  |
| <b>INC000000611681</b> | Gambrelli Layco<br>Enterprise Security        | Application<br>Jed Johnson          | Reporting<br>Health  | Gmail<br>Low                            | TIR Missed: Yes<br>Closed<br>TTR Missed: Yes   | 6.43<br>6.43   |
| <b>INC000000611717</b> | Jessica Strout<br>Voice Operations            | Telecom<br>Romanza Hamblin Sorensen | Voice Mail<br>Health | None<br>Low                             | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.17<br>0.28   |
| <b>INC000000611729</b> | Lisa Kane<br>Metro D Desktop Support          | EIS Hardware<br>Steve Gibb          | PC/Laptop<br>Health  | None<br>Low                             | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.12<br>1.53   |
| <b>INC000000611748</b> | Dave Lewis<br>Application Services            | None<br>Danielle Hood               | None<br>Health       | Gmail<br>Low                            | TIR Missed: Yes<br>Resolved<br>TTR Missed: No  | 5.91<br>5.91   |
| <b>INC000000611792</b> | Amber Kelly<br>Metro D Desktop Support        | Application<br>Eldon Jenson         | Error<br>Health      | None<br>Low                             | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.00<br>0.89   |
| <b>INC000000611808</b> | Adrienne Alward<br>Metro D Desktop Support    | Application<br>Michael Schmidt      | Error<br>Health      | Novell GroupWise<br>Low                 | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.30<br>0.94   |
| <b>INC000000611832</b> | John Strong<br>Technical Lead/Project Manager | Application<br>Mart Gardner         | Error<br>Health      | Gmail<br>Low                            | TIR Missed: No<br>Resolved<br>TTR Missed: No   | 0.20<br>0.42   |
| <b>INC000000611847</b> | Linda Robinson<br>Metro D Desktop Support     | Application<br>Eldon Jenson         | Error<br>Health      | None<br>Low                             | TIR Missed: No<br>Closed<br>TTR Missed: No     | 0.15<br>0.39   |
| <b>INC000000611870</b> | Nancy Arbon<br>Application Support - LIMS     | None<br>Richard Kurzban             | None<br>Health       | None<br>Low                             | TIR Missed: Yes<br>Closed<br>TTR Missed: No    | 1.69<br>1.69   |
| <b>INC000000611910</b> | Julie Moore<br>Application Support - Oracle   | None<br>Ryan Nicol                  | None<br>Health       | Oracle 8 Enterprise Edition<br>Low      | TIR Missed: Yes<br>Closed<br>TTR Missed: No    | 1.33<br>2.16   |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |   |                                      |                       |                                       |  |                                    |               |
|------------------------|---|--------------------------------------|-----------------------|---------------------------------------|--|------------------------------------|---------------|
| <b>INC000000611930</b> | Deborah Turner<br>Metro D Help Desk             | EIS Hardware<br>Matthew Earl         | Printer<br>Health     | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00  |
| <b>INC000000611938</b> | Megan Waters<br>Metro D Desktop Support         | PC/Laptop<br>Eldon Jenson            | Error<br>Health       | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.65<br>1.40  |
| <b>INC000000611940</b> | Rett Hansen<br>Rural North Desktop Support      | None<br>Ruston McKay                 | None<br>Health        | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00  |
| <b>INC000000611960</b> | Marian West<br>Metro D Desktop Support          | Application<br>Michael Schmidt       | Error<br>Health       | Internet Explorer<br>Low              |  | TIR Missed: No<br>TTR Missed: No   | 0.17<br>0.33  |
| <b>INC000000611982</b> | David Davis<br>Metro D Desktop Support          | Server<br>Steve Gibb                 | Performance<br>Health | None<br>Low                           |  | TIR Missed: Yes<br>TTR Missed: Yes | 1.07<br>8.96  |
| <b>INC000000612000</b> | Heidi Rocco<br>Metro D Desktop Support          | PC/Laptop<br>Tina West               | None<br>Health        | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.90<br>1.18  |
| <b>INC000000612026</b> | Gene Cottrell<br>Metro D Desktop Support        | Print/Copy/Scan/Fax<br>Steve Gibb    | Incident<br>Health    | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.21<br>3.57  |
| <b>INC000000612047</b> | Rosanna Alba<br>Operations Production Control   | Mainframe<br>Duane Hardy             | Password<br>Health    | Medicaid Managed Information :<br>Low |  | TIR Missed: No<br>TTR Missed: No   | 0.14<br>0.42  |
| <b>INC000000612130</b> | Elizabeth Fisher<br>Application Services        | None<br>Danielle Hood                | None<br>Health        | Gmail<br>Medium                       |  | TIR Missed: Yes<br>TTR Missed: Yes | 9.83<br>10.92 |
| <b>INC000000612194</b> | Marlo Corona<br>Metro D Desktop Support         | Network<br>Eldon Jenson              | None<br>Health        | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.73<br>3.59  |
| <b>INC000000612203</b> | Brenda Purser<br>PCHELPS Gmail                  | None<br>Chris Olson                  | None<br>Health        | Gmail<br>Low                          |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00  |
| <b>INC000000612246</b> | Frances Barben<br>Rural Central Desktop Support | Print/Copy/Scan/Fax<br>Paul Petersen | None<br>Health        | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.53  |
| <b>INC000000612278</b> | Dana B Gauthier<br>Metro D Hosting              | Network<br>Glenn Lepore              | None<br>Health        | None<br>Low                           |  | TIR Missed: Yes<br>TTR Missed: No  | 3.90<br>3.90  |
| <b>INC000000612287</b> | Lance Nay<br>Mainframe Systems Support          | None<br>Greg Shoop                   | None<br>Health        | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.02  |
| <b>INC000000612306</b> | Cami Buchmiller<br>Rural South Desktop Support  | Print/Copy/Scan/Fax<br>Lance Nay     | None<br>Health        | None<br>Low                           |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00  |
| <b>INC000000612411</b> | Kathy Hills<br>Help Desk                        | Application<br>Julie VanBeekum       | None<br>Health        | Gmail<br>Low                          |  | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00  |
| <b>INC000000612419</b> | Linda Asa<br>Help Desk                          | Application<br>Dawn Wayment          | Error<br>Health       | Gmail<br>Low                          |  | TIR Missed: Yes<br>TTR Missed: No  | 1.21<br>1.23  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                               |                          |                     |            |                                  |                 |       |
|-------------------------------|--------------------------|---------------------|------------|----------------------------------|-----------------|-------|
| <b>INC000000612431</b>        | Tracy Barkley            | Application         | Password   | Utah Master Directory            | TIR Missed: No  | 0.00  |
| Help Desk                     | Brenda Treadway          | Health              | Low        | Resolved                         | TTR Missed: No  | 0.00  |
| <b>INC000000612436</b>        | Tracy Barkley            | Network             | Error      | Novell Client for 32-bit Windows | TIR Missed: No  | 0.61  |
| Metro D Help Desk             | Matthew Earl             | Health              | Low        | Resolved                         | TTR Missed: No  | 2.53  |
| <b>INC000000612476</b>        | Sharen Jorgensen         | Application         | Error      | Gmail                            | TIR Missed: No  | 0.00  |
| Metro D Help Desk             | Matthew Earl             | Health              | Low        | Resolved                         | TTR Missed: No  | 0.00  |
| <b>INC000000612480</b>        | Jody Sargent             | None                | None       | None                             | TIR Missed: No  | 0.00  |
| Metro D Help Desk             | Doug Brown               | Health              | Low        | Resolved                         | TTR Missed: No  | 0.00  |
| <b>INC000000612523</b>        | Shari Hunsaker           | Application         | Reporting  | Cisco AnyConnect VPN Client      | TIR Missed: No  | 0.78  |
| Metro D Help Desk             | Matthew Earl             | Health              | Low        | Resolved                         | TTR Missed: No  | 1.06  |
| <b>INC000000612526</b>        | Mary Donithan            | Application         | Error      | Gmail                            | TIR Missed: No  | 0.00  |
| Metro D Help Desk             | Doug Brown               | Health              | Low        | Resolved                         | TTR Missed: No  | 0.00  |
| <b>INC000000612532</b>        | Cathy Taylor             | Application         | Reporting  | Gmail                            | TIR Missed: Yes | 31.51 |
| Application Services          | Tony Larsen              | Health              | Low        | Resolved                         | TTR Missed: Yes | 31.53 |
| <b>INC000000612540</b>        | Tavish Paulsen           | Application         | Password   | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
| Help Desk                     | Vicky Marrelli           | Health              | Low        | Resolved                         | TTR Missed: No  | 0.00  |
| <b>INC000000612546</b>        | Jennifer Markos          | Application         | None       | Medicaid Managed Information :   | TIR Missed: No  | 0.83  |
| Operations Production Control | Christie Burnham         | Health              | Low        | Resolved                         | TTR Missed: No  | 0.89  |
| <b>INC000000612575</b>        | Shari Hunsaker           | Telecom             | Feature    | Telephone                        | TIR Missed: No  | 0.33  |
| Voice Operations              | Romanza Hamblin Sorensen | Health              | Low        | Resolved                         | TTR Missed: No  | 1.69  |
| <b>INC000000612586</b>        | Bradon Bradford          | Application         | Error      | Gmail                            | TIR Missed: Yes | 52.27 |
| Help Desk                     | Dawn Wayment             | Health              | Low        | Resolved                         | TTR Missed: Yes | 53.93 |
| <b>INC000000612660</b>        | Patrice Morley           | Application         | Error      | None                             | TIR Missed: No  | 0.00  |
| Metro D Desktop Support       | Philip Henderson         | Health              | Low        | Resolved                         | TTR Missed: No  | 0.50  |
| <b>INC000000612682</b>        | Lainie Harris            | Telecom             | Feature    | Telephone                        | TIR Missed: No  | 0.07  |
| Voice/Data/WAN Services       | T Artis                  | Health              | Low        | Resolved                         | TTR Missed: No  | 0.98  |
| <b>INC000000612688</b>        | Allyn Nakashima          | Application         | Error      | Gmail                            | TIR Missed: No  | 0.80  |
| Metro D Help Desk             | Matthew Earl             | Health              | Low        | Resolved                         | TTR Missed: No  | 0.80  |
| <b>INC000000612695</b>        | Julie X Olsen            | PC/Laptop           | Error      | None                             | TIR Missed: No  | 0.58  |
| Metro D Desktop Support       | Eldon Jenson             | Health              | Low        | Resolved                         | TTR Missed: No  | 2.05  |
| <b>INC000000612749</b>        | Linda Robinson           | None                | None       | None                             | TIR Missed: No  | 0.09  |
| Metro D Help Desk             | Doug Brown               | Health              | Low        | Resolved                         | TTR Missed: No  | 3.74  |
| <b>INC000000612782</b>        | Linda Beal               | Print/Copy/Scan/Fax | Error Code | None                             | TIR Missed: No  | 0.45  |
| Metro C West Desktop Support  | Cody Flanders            | Health              | Low        | Resolved                         | TTR Missed: No  | 0.45  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |   |                                     |                      |   |          |                                    |                |
|------------------------|---|-------------------------------------|----------------------|---|----------|------------------------------------|----------------|
| <b>INC000000612784</b> | Diane Kimmerle<br>Metro D Help Desk                   | Application<br>Matthew Earl         | Error<br>Health      | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>5.68   |
| <b>INC000000612902</b> | Kelsey Redding<br>Application Services                | None<br>Danielle Hood               | None<br>Health       | None<br>Medium                          | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 45.54<br>46.08 |
| <b>INC000000612910</b> | Lainie Harris<br>Help Desk                            | Application<br>James Stearns        | Reporting<br>Health  | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000612921</b> | Tavish Paulsen<br>Metro D Help Desk                   | PC/Laptop<br>John Robinson          | Password<br>Health   | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.73<br>0.73   |
| <b>INC000000612928</b> | Jody Sargent<br>Voice Operations                      | Telecom<br>Romanza Hamblin Sorensen | Voice Mail<br>Health | Telephone<br>Low                        | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.25<br>1.69   |
| <b>INC000000612939</b> | Phillip Gresham<br>Metro D Desktop Support            | Network<br>Eldon Jenson             | Incident<br>Health   | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.53<br>2.85   |
| <b>INC000000612947</b> | Phillip Gresham<br>Help Desk                          | Application<br>Julie VanBeekum      | Reporting<br>Health  | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.03<br>1.58   |
| <b>INC000000612956</b> | Phillip Gresham<br>Capitol Hosting                    | Application<br>Curtis Parker        | Error<br>Health      | Utah Master Directory<br>Medium         | Resolved | TIR Missed: Yes<br>TTR Missed: Yes | 8.10<br>8.10   |
| <b>INC000000612958</b> | John Strong<br>Metro D Help Desk                      | Application<br>Matthew Earl         | Reporting<br>Health  | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.65<br>3.22   |
| <b>INC000000612963</b> | Laurie Ocobock<br>Operations Production Control       | Mainframe<br>Duane Hardy            | Password<br>Health   | BlueZone<br>Low                         | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.18<br>0.24   |
| <b>INC000000613063</b> | Bob Fowler<br>Metro D Help Desk                       | Mobile Devices<br>Matthew Earl      | Error<br>Health      | Utah Master Directory<br>Low            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.00   |
| <b>INC000000613071</b> | Lynsey Gammon<br>Metro D Desktop Support              | Network<br>Philip Henderson         | Error<br>Health      | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.52   |
| <b>INC000000613083</b> | Rituraj Saxena<br>Metro D Desktop Support             | Application<br>Philip Henderson     | None<br>Health       | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>0.45   |
| <b>INC000000613108</b> | Catherine Hoelscher<br>Technical Lead/Project Manager | Application<br>Mart Gardner         | Error<br>Health      | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.10<br>0.51   |
| <b>INC000000613116</b> | David Patton<br>Application Services                  | None<br>Dustin Crump                | None<br>Health       | None<br>High                            | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.63<br>1.55   |
| <b>INC000000613197</b> | Jade Hulse<br>Operations Production Control           | Application<br>Duane Hardy          | Password<br>Health   | Medicaid Managed Information :<br>Low   | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.13<br>0.20   |
| <b>INC000000613223</b> | Roger Price<br>Metro D Desktop Support                | None<br>Eldon Jenson                | None<br>Health       | PGP<br>Low                              | Resolved | TIR Missed: No<br>TTR Missed: No   | 0.00<br>5.77   |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                |           |                                  |                 |       |
|------------------------|--------------------------------|----------------|-----------|----------------------------------|-----------------|-------|
| <b>INC000000613379</b> | Tammy Bridwell                 | Network        | Password  | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown     | Health    | Low Resolved                     | TTR Missed: No  | 0.00  |
| <b>INC000000613435</b> | Amy Melton                     | Application    | Error     | iPhone                           | TIR Missed: Yes | 1.25  |
|                        | Metro D Help Desk              | Doug Brown     | Health    | Low Resolved                     | TTR Missed: No  | 1.63  |
| <b>INC000000613450</b> | Tammy Bridwell                 | Application    | Reporting | Gmail                            | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Doug Brown     | Health    | Low Resolved                     | TTR Missed: No  |       |
| <b>INC000000613460</b> | Jim Taliaferro                 | None           | None      | Gmail                            | TIR Missed: No  | 0.11  |
|                        | Metro D Desktop Support        | Tina West      | Health    | Low Resolved                     | TTR Missed: No  | 0.94  |
| <b>INC000000613473</b> | Heidi Robertson                | PC/Laptop      | Hardware  | None                             | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Eldon Jenson   | Health    | Low Resolved                     | TTR Missed: No  | 0.83  |
| <b>INC000000613483</b> | Kenny Davis                    | PC/Laptop      | Hardware  | None                             | TIR Missed: No  | 0.40  |
|                        | Metro D Help Desk              | John Robinson  | Health    | Low Resolved                     | TTR Missed: No  | 0.42  |
| <b>INC000000613490</b> | Liliana Lao                    | PC/Laptop      | Hardware  | None                             | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support  | Rod Montoya    | Health    | Low Resolved                     | TTR Missed: No  | 0.04  |
| <b>INC000000613497</b> | Sheila Trott                   | None           | None      | None                             | TIR Missed: No  | 0.76  |
|                        | Technical Lead/Project Manager | Paul Lundell   | Health    | Medium Resolved                  | TTR Missed: Yes | 11.50 |
| <b>INC000000613540</b> | Aaron Eliason                  | Application    | Error     | Microsoft Word                   | TIR Missed: No  | 0.52  |
|                        | Metro D Desktop Support        | Eldon Jenson   | Health    | Low Resolved                     | TTR Missed: No  | 0.68  |
| <b>INC000000613557</b> | Amy Melton                     | Mobile Devices | Error     | None                             | TIR Missed: Yes | 23.16 |
|                        | Application Services           | Danielle Hood  | Health    | Low Resolved                     | TTR Missed: Yes | 23.44 |
| <b>INC000000613624</b> | Lois Bloebaum                  | Network        | Password  | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl   | Health    | Low Resolved                     | TTR Missed: No  | 0.00  |
| <b>INC000000613625</b> | Michelle Hale                  | None           | None      | Gmail                            | TIR Missed: Yes | 4.93  |
|                        | Enterprise Security            | Dan Cook       | Health    | Low Closed                       | TTR Missed: No  | 5.33  |
| <b>INC000000613670</b> | Phyllis Crowley                | Mobile Devices | Error     | None                             | TIR Missed: Yes | 12.90 |
|                        | Application Services           | Danielle Hood  | Health    | Low Resolved                     | TTR Missed: Yes | 12.90 |
| <b>INC000000613699</b> | Elizabeth McElreath            | Mobile Devices | Error     | iPhone                           | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl   | Health    | Low Resolved                     | TTR Missed: No  | 0.00  |
| <b>INC000000613791</b> | Todd Neff                      | Network        | Password  | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Eldon Jenson   | Health    | Low Resolved                     | TTR Missed: No  | 1.39  |
| <b>INC000000613821</b> | Whitney Johnson                | Network        | Error     | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk              | Matthew Earl   | Health    | Low Resolved                     | TTR Missed: No  | 0.00  |
| <b>INC000000613863</b> | Todd Neff                      | PC/Laptop      | Password  | None                             | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support        | Eldon Jenson   | Health    | Low Resolved                     | TTR Missed: No  | 0.03  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                 |             |                                  |                 |                 |
|------------------------|-------------------------------|-----------------|-------------|----------------------------------|-----------------|-----------------|
| <b>INC000000613869</b> | Tiffany Berardi               | Server          | Performance | Citrix ICA Client                | TIR Missed: No  | 0.57            |
|                        | Application Services          | Terry Forsgren  | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000613880</b> | Gerrie Dowdle                 | Application     | Reporting   | Gmail                            | TIR Missed: No  | 0.04            |
|                        | Help Desk                     | James Stearns   | Health      | Low                              | Resolved        | TTR Missed: Yes |
| <b>INC000000613882</b> | Debbie Bennion                | Application     | Reporting   | Gmail                            | TIR Missed: No  | 0.06            |
|                        | Application Services          | Danielle Hood   | Health      | Medium                           | Resolved        | TTR Missed: Yes |
| <b>INC000000613972</b> | Jovana Tapia                  | Mainframe       | Password    | BlueZone                         | TIR Missed: No  | 0.00            |
|                        | Metro D Help Desk             | Matthew Earl    | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000613979</b> | Ina Oviatt                    | Mainframe       | Password    | Medicaid Managed Information     | TIR Missed: No  | 0.55            |
|                        | Operations Production Control | Duane Hardy     | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614003</b> | Gayla Whitaker                | Application     | Password    | Utah Master Directory            | TIR Missed: No  | 0.19            |
|                        | Help Desk                     | James Stearns   | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614007</b> | Annette Leonard               | Network         | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00            |
|                        | Metro D Help Desk             | Matthew Earl    | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614008</b> | Ina Oviatt                    | Application     | Error       | Medicaid Managed Information     | TIR Missed: No  | 0.00            |
|                        | Help Desk                     | Vicky Marrelli  | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614045</b> | Randa Pickle                  | None            | None        | None                             | TIR Missed: Yes | 2.68            |
|                        | Operations Production Control | Duane Hardy     | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614054</b> | Ivett Cordova                 | Network         | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00            |
|                        | Rural North Desktop Support   | Ruston McKay    | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614061</b> | Cyndi Bemis                   | Application     | Error       | Gmail                            | TIR Missed: No  | 0.00            |
|                        | Metro D Help Desk             | Matthew Earl    | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614081</b> | Joe Mason                     | Application     | Error       | PGP                              | TIR Missed: No  | 0.46            |
|                        | Metro B Desktop Support       | Austin Farey    | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614112</b> | Cyndi Bemis                   | Application     | Error       | None                             | TIR Missed: No  | 0.16            |
|                        | Metro D Desktop Support       | Michael Schmidt | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614128</b> | Stephanie Laird               | Application     | Reporting   | ZENworks for Desktops            | TIR Missed: No  | 0.72            |
|                        | Metro D Desktop Support       | Michael Schmidt | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614158</b> | Lisa V Hunt                   | Application     | Error       | None                             | TIR Missed: Yes | 1.46            |
|                        | Metro D Hosting               | Sean McMillan   | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614165</b> | Jovana Tapia                  | Mainframe       | Password    | BlueZone                         | TIR Missed: No  | 0.00            |
|                        | Metro D Help Desk             | Matthew Earl    | Health      | Low                              | Resolved        | TTR Missed: No  |
| <b>INC000000614331</b> | Allyn Nakashima               | Application     | Error       | Gmail                            | TIR Missed: No  | 0.00            |
|                        | Help Desk                     | Vicky Marrelli  | Health      | Low                              | Resolved        | TTR Missed: No  |



# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                               |                          |             |             |                                  |                 |      |
|-------------------------------|--------------------------|-------------|-------------|----------------------------------|-----------------|------|
| <b>INC000000614340</b>        | Cyndi Bemis              | Application | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Help Desk                     | Vicky Marrelli           | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614354</b>        | Shanna Anderson          | Network     | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Help Desk                     | Brenda Treadway          | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614393</b>        | Karen Tsuyuki            | Application | None        | None                             | TIR Missed: No  | 0.34 |
| Metro D Desktop Support       | Michael Schmidt          | Health      | Low         | Resolved                         | TTR Missed: No  | 2.87 |
| <b>INC000000614457</b>        | Shelly Phillips          | Network     | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Metro D Help Desk             | Doug Brown               | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614587</b>        | Erin Olsen               | Telecom     | Hardware    | Telephone                        | TIR Missed: No  | 0.28 |
| Voice Operations              | Romanza Hamblin Sorensen | Health      | Low         | Resolved                         | TTR Missed: No  | 0.28 |
| <b>INC000000614595</b>        | Purita Buck              | Network     | Performance | None                             | TIR Missed: No  | 0.27 |
| Metro D Desktop Support       | Steve Gibb               | Health      | Low         | Resolved                         | TTR Missed: No  | 2.31 |
| <b>INC000000614601</b>        | Nanette Waters           | Mainframe   | Password    | BlueZone                         | TIR Missed: Yes | 1.31 |
| Operations Production Control | Duane Hardy              | Health      | Low         | Resolved                         | TTR Missed: No  | 1.34 |
| <b>INC000000614659</b>        | Terra Shockey            | Network     | Password    | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Metro A Help Desk             | Edward Fortner           | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614667</b>        | Nanette Waters           | Mainframe   | Password    | BlueZone                         | TIR Missed: No  | 0.88 |
| Operations Production Control | Duane Hardy              | Health      | Low         | Resolved                         | TTR Missed: No  | 0.93 |
| <b>INC000000614672</b>        | David Cunningham         | Application | Error       | Gmail                            | TIR Missed: No  | 0.97 |
| Metro D Help Desk             | Matthew Earl             | Health      | Low         | Resolved                         | TTR Missed: No  | 0.97 |
| <b>INC000000614686</b>        | Brenda Ralls             | PC/Laptop   | Hardware    | None                             | TIR Missed: No  | 0.46 |
| Metro D Desktop Support       | Michael Schmidt          | Health      | Low         | Resolved                         | TTR Missed: No  | 0.65 |
| <b>INC000000614697</b>        | Michael R Jensen         | None        | None        | None                             | TIR Missed: No  | 0.00 |
| Metro D Help Desk             | Doug Brown               | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614771</b>        | Rett Hansen              | None        | None        | None                             | TIR Missed: No  | 0.00 |
| Rural North Desktop Support   | Ruston McKay             | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614775</b>        | Larry Tooley             | None        | None        | None                             | TIR Missed: No  | 0.00 |
| Operations Production Control | Duane Hardy              | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614782</b>        | Shanna Anderson          | Mainframe   | Password    | BlueZone                         | TIR Missed: No  | 0.00 |
| Metro D Help Desk             | Doug Brown               | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614806</b>        | Tiffany B. Reyes         | Application | Error       | Medicaid Managed Care System     | TIR Missed: No  | 0.00 |
| Metro D Help Desk             | Matthew Earl             | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000614818</b>        | Roxanne Landreneaux      | None        | None        | None                             | TIR Missed: No  | 0.00 |
| Operations Production Control | Duane Hardy              | Health      | Low         | Resolved                         | TTR Missed: No  | 0.00 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |   |                                |                    |   |          |                                   |               |
|------------------------|---|--------------------------------|--------------------|---|----------|-----------------------------------|---------------|
| <b>INC000000614824</b> | Stephanie Robinson<br>Metro D Help Desk   | Application<br>Matthew Earl    | Error<br>Health    | Citrix ICA Client<br>Low                | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.00<br>0.00  |
| <b>INC000000614833</b> | Amber Kelly<br>Metro D Desktop Support    | None<br>Eldon Jenson           | None<br>Health     | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.09<br>1.93  |
| <b>INC000000614837</b> | Tricia Schmidt<br>Metro D Help Desk       | Network<br>Doug Brown          | Password<br>Health | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.00<br>0.00  |
| <b>INC000000614877</b> | Cyndee Brisk<br>Metro D Help Desk         | Network<br>Doug Brown          | Incident<br>Health | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.41<br>0.41  |
| <b>INC000000614890</b> | Kimberly Hart<br>Metro D Hosting          | None<br>Steven Haderlie        | None<br>Health     | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: Yes | 0.51<br>20.60 |
| <b>INC000000614902</b> | Sarah Roundy<br>Metro D Help Desk         | Application<br>Doug Brown      | Error<br>Health    | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.35<br>0.35  |
| <b>INC000000614904</b> | Annie Coyle<br>Metro D Desktop Support    | Application<br>Michael Schmidt | None<br>Health     | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.05<br>0.05  |
| <b>INC000000614916</b> | Kara Verner<br>Metro D Help Desk          | Network<br>Matthew Earl        | Password<br>Health | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.00<br>0.00  |
| <b>INC000000614938</b> | Nancy McConnell<br>Metro D Hosting        | None<br>David Hert             | None<br>Health     | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.70<br>1.54  |
| <b>INC000000614979</b> | Terri C Johnson<br>Application Services   | None<br>Danielle Hood          | None<br>Health     | Gmail<br>High                           | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.75<br>1.70  |
| <b>INC000000614991</b> | Sarah Bagley<br>Metro D Help Desk         | Application<br>Matthew Earl    | Error<br>Health    | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.37<br>0.81  |
| <b>INC000000615004</b> | Sandy Spencer<br>Metro D Desktop Support  | None<br>Eldon Jenson           | None<br>Health     | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.11<br>1.84  |
| <b>INC000000615035</b> | Melissa Leak<br>Metro D Help Desk         | Network<br>Doug Brown          | None<br>Health     | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.69<br>0.69  |
| <b>INC000000615096</b> | Allyn Nakashima<br>Metro D Help Desk      | Mobile Devices<br>Doug Brown   | Error<br>Health    | iPhone<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.97<br>0.97  |
| <b>INC000000615107</b> | Carol Lowder<br>Metro D Help Desk         | Application<br>Matthew Earl    | Error<br>Health    | Gmail<br>Low                            | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.00<br>0.00  |
| <b>INC000000615115</b> | Sylvia Rigby<br>Metro D Help Desk         | Network<br>Doug Brown          | Password<br>Health | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.00<br>0.00  |
| <b>INC000000615129</b> | Kelly Robinson<br>Metro D Desktop Support | Network<br>Philip Henderson    | Error<br>Health    | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | 0.00<br>1.95  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                     |          |                                  |          |                 |       |
|------------------------|-------------------------------|---------------------|----------|----------------------------------|----------|-----------------|-------|
| <b>INC000000615131</b> | Sarah Bagley                  | Network             | Password | Gmail                            |          | TIR Missed: Yes | 1.12  |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Resolved | TTR Missed: No  | 1.14  |
| <b>INC000000615137</b> | Kenny Davis                   | Print/Copy/Scan/Fax | Incident | None                             |          | TIR Missed: Yes | 1.09  |
|                        | Metro D Desktop Support       | Philip Henderson    | Health   | Low                              | Resolved | TTR Missed: No  | 1.09  |
| <b>INC000000615139</b> | Kathryn Marti                 | None                | None     | None                             |          | TIR Missed: No  | 0.17  |
|                        | Metro D Hosting               | Sean McMillan       | Health   | Low                              | Resolved | TTR Missed: Yes | 14.56 |
| <b>INC000000615158</b> | Marilee O'Connor              | Application         | Error    | Google Chrome                    |          | TIR Missed: No  | 0.82  |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Resolved | TTR Missed: No  | 0.82  |
| <b>INC000000615192</b> | Lynne Nilson                  | EIS Hardware        | Printer  | None                             |          | TIR Missed: No  | 0.18  |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Resolved | TTR Missed: No  | 0.18  |
| <b>INC000000615221</b> | Roger Price                   | None                | None     | None                             |          | TIR Missed: Yes | 2.68  |
|                        | Application Services          | Tony Larsen         | Health   | Low                              | Resolved | TTR Missed: No  | 2.70  |
| <b>INC000000615249</b> | Karen Tsuyuki                 | Print/Copy/Scan/Fax | Queue    | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support       | Philip Henderson    | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615308</b> | Jennifer Critchley            | Application         | Error    | None                             |          | TIR Missed: No  | 0.19  |
|                        | Metro D Desktop Support       | Philip Henderson    | Health   | Low                              | Resolved | TTR Missed: No  | 1.73  |
| <b>INC000000615315</b> | Shanna Anderson               | Network             | Password | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615351</b> | Kimberly Hart                 | None                | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Doug Brown          | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615363</b> | Frances Barben                | None                | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Rural Central Desktop Support | Ron LeBaron         | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615447</b> | Annie Coyle                   | Application         | Error    | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | John Robinson       | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615463</b> | Randa Pickle                  | None                | None     | None                             |          | TIR Missed: No  | 0.00  |
|                        | Operations Production Control | Duane Hardy         | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615471</b> | Sue Dubois                    | Application         | Error    | Citrix ICA Client                |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615488</b> | Debora DiRusso                | Application         | Error    | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Matthew Earl        | Health   | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615533</b> | Nanette Waters                | PC/Laptop           | Hardware | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support       | Eldon Jenson        | Health   | Low                              | Resolved | TTR Missed: No  |       |
| <b>INC000000615549</b> | Kathryn Marti                 | Application         | Error    | SAS                              |          | TIR Missed: No  | 0.59  |
|                        | Metro D Desktop Support       | Michael Schmidt     | Health   | Low                              | Resolved | TTR Missed: No  | 2.28  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                              |                          |             |                                  |          |                 |      |
|------------------------|------------------------------|--------------------------|-------------|----------------------------------|----------|-----------------|------|
| <b>INC000000615561</b> | Grace Serna                  | Application              | Error       | Gmail                            |          | TIR Missed: No  | 0.14 |
|                        | Metro D Help Desk            | Matthew Earl             | Health      | Medium                           | Resolved | TTR Missed: No  | 0.14 |
| <b>INC000000615565</b> | Sam Vanous                   | None                     | None        | None                             |          | TIR Missed: No  | 0.56 |
|                        | Metro D Desktop Support      | Eldon Jenson             | Health      | Low                              | Resolved | TTR Missed: No  | 2.16 |
| <b>INC000000615571</b> | Kelly Robinson               | Print/Copy/Scan/Fax      | Queue       | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support      | Philip Henderson         | Health      | Low                              | Resolved | TTR Missed: No  | 0.29 |
| <b>INC000000615605</b> | David Cunningham             | Application              | Password    | Utah Master Directory            |          | TIR Missed: No  | 0.55 |
|                        | Metro D Help Desk            | Matthew Earl             | Health      | Low                              | Resolved | TTR Missed: No  | 1.24 |
| <b>INC000000615616</b> | Lori Sorensen                | None                     | None        | None                             |          | TIR Missed: No  | 0.02 |
|                        | Metro D Help Desk            | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: Yes | 6.05 |
| <b>INC000000615629</b> | Jennifer L Bryant            | Application              | Error       | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 1.45 |
| <b>INC000000615643</b> | Sylvia Hardy                 | None                     | None        | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000615647</b> | Lori Sorensen                | Network                  | Password    | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Matthew Earl             | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000615648</b> | Teresa Whiting               | PC/Laptop                | Hardware    | None                             |          | TIR Missed: No  | 0.30 |
|                        | Metro D Desktop Support      | Tina West                | Health      | Low                              | Resolved | TTR Missed: No  | 0.43 |
| <b>INC000000615653</b> | Thomas Jones                 | Telecom                  | None        | Telephone                        |          | TIR Missed: No  | 0.27 |
|                        | Voice Operations             | Romanza Hamblin Sorensen | Health      | Low                              | Resolved | TTR Missed: No  | 0.88 |
| <b>INC000000615662</b> | Tavish Paulsen               | None                     | None        | None                             |          | TIR Missed: Yes | 1.44 |
|                        | Metro D Help Desk            | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 1.44 |
| <b>INC000000615664</b> | Tavish Paulsen               | None                     | None        | None                             |          | TIR Missed: Yes | 1.38 |
|                        | Metro D Help Desk            | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 1.38 |
| <b>INC000000615669</b> | Jennifer McGrath             | Network                  | Password    | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000615692</b> | Kirk Benge                   | None                     | None        | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro C West Desktop Support | Cody Flanders            | Health      | Low                              | Resolved | TTR Missed: No  | 0.07 |
| <b>INC000000615696</b> | Robyn Weaver                 | None                     | None        | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro C West Desktop Support | Cody Flanders            | Health      | Low                              | Resolved | TTR Missed: No  | 0.04 |
| <b>INC000000615713</b> | Julia Shumway                | PC/Laptop                | Performance | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support      | Philip Henderson         | Health      | Low                              | Resolved | TTR Missed: No  | 0.81 |
| <b>INC000000615722</b> | Gayla Whitaker               | None                     | None        | None                             |          | TIR Missed: Yes | 1.40 |
|                        | Campus Networking            | Jordy Davis              | Health      | Low                              | Resolved | TTR Missed: No  | 1.40 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                          |             |                                  |          |                 |       |
|------------------------|-------------------------------|--------------------------|-------------|----------------------------------|----------|-----------------|-------|
| <b>INC000000615729</b> | Buni Phillips                 | Application              | Error       | None                             |          | TIR Missed: No  | 0.51  |
|                        | Metro D Help Desk             | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.66  |
| <b>INC000000615752</b> | Brady Kerkman                 | None                     | None        | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support       | Tina West                | Health      | Low                              | Resolved | TTR Missed: No  | 0.03  |
| <b>INC000000615801</b> | Gayla Whitaker                | PC/Laptop                | Performance | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.07  |
|                        | Metro D Desktop Support       | Philip Henderson         | Health      | Low                              | Resolved | TTR Missed: No  | 1.08  |
| <b>INC000000615807</b> | Bradon Bradford               | Application              | None        | Gmail                            |          | TIR Missed: Yes | 11.26 |
|                        | Help Desk                     | Julie VanBeekum          | Health      | Low                              | Resolved | TTR Missed: Yes | 11.71 |
| <b>INC000000615853</b> | Nanette Waters                | Application              | None        | BlueZone                         |          | TIR Missed: No  | 0.38  |
|                        | Operations Production Control | Duane Hardy              | Health      | Low                              | Resolved | TTR Missed: No  | 0.41  |
| <b>INC000000615855</b> | Nanette Waters                | Application              | None        | BlueZone                         |          | TIR Missed: No  | 0.37  |
|                        | Operations Production Control | Duane Hardy              | Health      | Low                              | Resolved | TTR Missed: No  | 0.42  |
| <b>INC000000615858</b> | Marie Nagata                  | Application              | Error       | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615872</b> | Nicole Bissonette             | Application              | Error       | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615877</b> | Terri C Johnson               | None                     | None        | Gmail                            |          | TIR Missed: No  | 0.35  |
|                        | Enterprise Security           | Bobette Phillips         | Health      | Low                              | Resolved | TTR Missed: No  | 0.35  |
| <b>INC000000615910</b> | Barbara Brownell              | None                     | None        | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615935</b> | Sarah Bagley                  | Application              | Reporting   | Public Meeting / Notice Web Site |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                     | Vicky Marrelli           | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615936</b> | Tamara Hampton                | Application              | Error       | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Metro D Help Desk             | Matthew Earl             | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000615938</b> | Cyndi Bemis                   | Application              | Error       | None                             |          | TIR Missed: No  | 0.73  |
|                        | Metro D Hosting               | Sean McMillan            | Health      | Low                              | Resolved | TTR Missed: No  | 5.89  |
| <b>INC000000615991</b> | Aryavash Aryazand             | None                     | None        | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Hosting               | Sean McMillan            | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000616042</b> | Julia Shumway                 | Application              | None        | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro D Desktop Support       | Philip Henderson         | Health      | Low                              | Resolved | TTR Missed: No  | 0.00  |
| <b>INC000000616057</b> | Tina Bohannon                 | Telecom                  | Dial Tone   | Telephone                        |          | TIR Missed: No  | 0.03  |
|                        | Voice Operations              | Romanza Hamblin Sorensen | Health      | Low                              | Resolved | TTR Missed: No  | 0.18  |
| <b>INC000000616106</b> | Tavish Paulsen                | None                     | None        | None                             |          | TIR Missed: No  | 0.54  |
|                        | Metro D Help Desk             | Doug Brown               | Health      | Low                              | Resolved | TTR Missed: No  | 0.54  |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                              |                  |           |                                  |          |                 |      |
|------------------------|------------------------------|------------------|-----------|----------------------------------|----------|-----------------|------|
| <b>INC000000616124</b> | Sylvia Rigby                 | Application      | Error     | BMI                              |          | TIR Missed: No  | 0.58 |
|                        | Metro D Desktop Support      | Eldon Jenson     | Health    | Low                              | Resolved | TTR Missed: No  | 2.16 |
| <b>INC000000616138</b> | Cyndee Brisk                 | Application      | Error     | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | John Robinson    | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616144</b> | Julia Shumway                | PC/Laptop        | None      | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support      | Philip Henderson | Health    | Low                              | Resolved | TTR Missed: No  | 0.43 |
| <b>INC000000616176</b> | Glenna McClellan             | Application      | Error     | None                             |          | TIR Missed: No  | 0.22 |
|                        | Metro D Desktop Support      | Tina West        | Health    | Low                              | Resolved | TTR Missed: No  | 0.58 |
| <b>INC000000616188</b> | Kelly Banon                  | Application      | Error     | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | John Robinson    | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616198</b> | Melanie Hansen               | Network          | Password  | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk            | Val Shepherd     | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616253</b> | Paola Velez                  | EIS Hardware     | PC/Laptop | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Matthew Earl     | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616296</b> | Lisa DuPray                  | None             | None      | None                             |          | TIR Missed: No  | 0.44 |
|                        | Enterprise Security          | Jed Johnson      | Health    | Low                              | Resolved | TTR Missed: No  | 0.50 |
| <b>INC000000616321</b> | Marcel Bibeault              | Network          | Password  | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.42 |
|                        | Metro D Help Desk            | Matthew Earl     | Health    | Low                              | Resolved | TTR Missed: No  | 0.42 |
| <b>INC000000616330</b> | Dani Ibrahim                 | Application      | Error     | Medicaid Managed Care System     |          | TIR Missed: No  | 0.17 |
|                        | Application Support - Oracle | Tony Hess        | Health    | Low                              | Resolved | TTR Missed: No  | 0.17 |
| <b>INC000000616368</b> | Cathy Spillman               | Application      | Password  | Gmail                            |          | TIR Missed: No  | 0.07 |
|                        | Help Desk                    | James Stearns    | Health    | Low                              | Resolved | TTR Missed: No  | 0.20 |
| <b>INC000000616372</b> | Jana Coombs                  | Application      | Error     | Citrix ICA Client                |          | TIR Missed: Yes | 1.61 |
|                        | Application Services         | Terry Forsgren   | Health    | Low                              | Resolved | TTR Missed: No  | 1.85 |
| <b>INC000000616380</b> | Jackie Gerber                | Application      | None      | None                             |          | TIR Missed: Yes | 1.03 |
|                        | Metro B Desktop Support      | Mike Wilde       | Health    | Low                              | Resolved | TTR Missed: No  | 2.30 |
| <b>INC000000616412</b> | Nanette Waters               | Application      | Error     | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support      | Eldon Jenson     | Health    | Low                              | Resolved | TTR Missed: No  | 0.92 |
| <b>INC000000616413</b> | Mary Piersanti               | Application      | Error     | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Matthew Earl     | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616442</b> | Annie Coyle                  | Application      | Error     | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk            | Matthew Earl     | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616453</b> | Peggy Montague               | None             | None      | Gmail                            |          | TIR Missed: No  | 0.00 |
|                        | Metro C Help Desk            | Chris Olson      | Health    | Low                              | Resolved | TTR Missed: No  | 0.00 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                               |                 |                     |             |                                  |          |                 |      |
|-------------------------------|-----------------|---------------------|-------------|----------------------------------|----------|-----------------|------|
| <b>INC000000616515</b>        | Debbie Snyder   | None                | None        | None                             |          | TIR Missed: No  | 0.30 |
| Contracts                     |                 | Laura Larsen        | Health      | Low                              | Resolved | TTR Missed: No  | 0.30 |
| <b>INC000000616562</b>        | Jelena Pasalic  | Mobile Devices      | Error       | Novell GroupWise PDA Connec      |          | TIR Missed: Yes | 1.80 |
| Application Services          |                 | Danielle Hood       | Health      | Low                              | Resolved | TTR Missed: No  | 1.86 |
| <b>INC000000616578</b>        | Jovana Tapia    | Application         | Error       | Medicaid Managed Information :   |          | TIR Missed: No  | 0.38 |
| Operations Production Control |                 | Duane Hardy         | Health      | Low                              | Resolved | TTR Missed: No  | 0.44 |
| <b>INC000000616642</b>        | Marilee Poulson | PC/Laptop           | Error       | None                             |          | TIR Missed: No  | 0.69 |
| Metro D Desktop Support       |                 | Philip Henderson    | Health      | Low                              | Resolved | TTR Missed: No  | 0.87 |
| <b>INC000000616695</b>        | Melissa Leak    | PC/Laptop           | Performance | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.00 |
| Metro D Desktop Support       |                 | Philip Henderson    | Health      | Low                              | Resolved | TTR Missed: No  | 0.24 |
| <b>INC000000616723</b>        | Charris Wayman  | Application         | Error       | Laboratory Information Manager   |          | TIR Missed: No  | 0.00 |
| Metro D Help Desk             |                 | Matthew Earl        | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616726</b>        | Deborah Turner  | None                | None        | None                             |          | TIR Missed: No  | 0.00 |
| Metro D Hosting               |                 | Sean McMillan       | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616781</b>        | Linda Beal      | Application         | Error       | BMI                              |          | TIR Missed: No  | 0.03 |
| Metro C West Desktop Support  |                 | Cody Flanders       | Health      | Low                              | Resolved | TTR Missed: No  | 1.20 |
| <b>INC000000616823</b>        | Russell Hardy   | Application         | Error       | Microsoft Windows 7              |          | TIR Missed: No  | 0.18 |
| Rural Central Desktop Support |                 | Rod Montoya         | Health      | Low                              | Resolved | TTR Missed: No  | 0.23 |
| <b>INC000000616852</b>        | Sherry Varley   | Application         | Error       | None                             |          | TIR Missed: No  | 0.26 |
| Metro D Desktop Support       |                 | Philip Henderson    | Health      | Low                              | Resolved | TTR Missed: No  | 1.70 |
| <b>INC000000616853</b>        | Tonya Hales     | PC/Laptop           | None        | None                             |          | TIR Missed: No  | 0.38 |
| Metro D Desktop Support       |                 | Michael Schmidt     | Health      | Low                              | Resolved | TTR Missed: No  | 2.93 |
| <b>INC000000616857</b>        | Joyce Hasting   | Application         | Password    | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
| Help Desk                     |                 | Vicky Marrelli      | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616913</b>        | Zenda Schwab    | Application         | Error       | Gmail                            |          | TIR Missed: No  | 0.00 |
| Metro D Help Desk             |                 | John Robinson       | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616914</b>        | Janell Hall     | Application         | Error       | Gmail                            |          | TIR Missed: No  | 0.00 |
| Metro D Help Desk             |                 | Matthew Earl        | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000616961</b>        | Allie A Shepard | Network             | Password    | Utah Master Directory            |          | TIR Missed: No  | 0.00 |
| Metro D Help Desk             |                 | Matthew Earl        | Health      | Low                              | Resolved | TTR Missed: No  | 0.75 |
| <b>INC000000617043</b>        | Kenny Davis     | Print/Copy/Scan/Fax | Queue       | None                             |          | TIR Missed: No  | 0.00 |
| Metro D Desktop Support       |                 | Philip Henderson    | Health      | Low                              | Resolved | TTR Missed: No  | 0.45 |
| <b>INC000000617092</b>        | Kylene Hilton   | Application         | Error       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
| Metro D Help Desk             |                 | John Robinson       | Health      | Low                              | Resolved | TTR Missed: No  | 0.00 |

# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                                |                     |              |                                  |          |                |      |
|------------------------|--------------------------------|---------------------|--------------|----------------------------------|----------|----------------|------|
| <b>INC000000617100</b> | Nanette Waters                 | None                | None         | None                             |          | TIR Missed: No | 0.29 |
|                        | Operations Production Control  | Christie Burnham    | Health       | Low                              | Resolved | TTR Missed: No | 0.31 |
| <b>INC000000617152</b> | Kelly Banon                    | Telecom             | Call/Receive | Telephone                        |          | TIR Missed: No | 0.22 |
|                        | Voice Operations               | Gail Christiansen   | Health       | Low                              | Resolved | TTR Missed: No | 0.22 |
| <b>INC000000617155</b> | Dana B Gauthier                | Network             | Performance  | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro D Hosting                | Steven Haderlie     | Health       | Medium                           | Resolved | TTR Missed: No | 2.12 |
| <b>INC000000617162</b> | Dana B Gauthier                | Application         | Error        | Microsoft Windows XP Professio   |          | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk              | Matthew Earl        | Health       | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000617213</b> | Diane Hutchinson               | PC/Laptop           | Performance  | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support        | Philip Henderson    | Health       | Low                              | Resolved | TTR Missed: No | 1.29 |
| <b>INC000000617226</b> | Nanette Waters                 | None                | None         | None                             |          | TIR Missed: No | 0.59 |
|                        | Operations Production Control  | Christie Burnham    | Health       | Low                              | Resolved | TTR Missed: No | 0.59 |
| <b>INC000000617247</b> | Buni Phillips                  | Application         | Error        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.12 |
|                        | Metro D Desktop Support        | Philip Henderson    | Health       | Low                              | Resolved | TTR Missed: No | 0.85 |
| <b>INC000000617356</b> | Janell Hall                    | Application         | Error        | None                             |          | TIR Missed: No | 0.17 |
|                        | Metro D Desktop Support        | Eldon Jenson        | Health       | Low                              | Resolved | TTR Missed: No | 0.60 |
| <b>INC000000617463</b> | Natali Rajceovich              | Print/Copy/Scan/Fax | Queue        | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support        | Philip Henderson    | Health       | Low                              | Resolved | TTR Missed: No | 0.85 |
| <b>INC000000617494</b> | Amy C Allred                   | Application         | Error        | Gmail                            |          | TIR Missed: No | 0.54 |
|                        | Technical Lead/Project Manager | Martin Gonzalez     | Health       | Medium                           | Resolved | TTR Missed: No | 0.54 |
| <b>INC000000617585</b> | Janell Hall                    | Application         | Password     | Gmail                            |          | TIR Missed: No | 0.53 |
|                        | Metro D Help Desk              | Doug Brown          | Health       | Low                              | Resolved | TTR Missed: No | 3.57 |
| <b>INC000000617601</b> | Yuta Uemura                    | Network             | None         | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Help Desk                      | Eileen Dubach       | Health       | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000617649</b> | Adrienne Alward                | Application         | Password     | Citrix ICA Client                |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk              | Todd Manning        | Health       | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000617659</b> | Shari Watkins                  | None                | None         | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk              | Doug Brown          | Health       | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000617672</b> | Linda Lee                      | Mainframe           | Password     | BlueZone                         |          | TIR Missed: No | 0.00 |
|                        | Metro C Help Desk              | Reed Stohel         | Health       | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000617693</b> | Vicky Pierce                   | Application         | None         | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support        | Philip Henderson    | Health       | Low                              | Resolved | TTR Missed: No | 1.50 |
| <b>INC000000617790</b> | Lisa Young                     | Network             | Password     | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk              | Doug Brown          | Health       | Low                              | Resolved | TTR Missed: No | 0.00 |



# Enterprise Incident Report November 2012

As of 12/4/2012

## Health

|                        |                               |                  |             |                                  |                |      |
|------------------------|-------------------------------|------------------|-------------|----------------------------------|----------------|------|
| <b>INC000000617792</b> | Ina Oviatt                    | Application      | Error       | Microsoft Windows XP Professic   | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000617794</b> | Philip Harris                 | Application      | Password    | Gmail                            | TIR Missed: No | 0.00 |
|                        | Help Desk                     | Brenda Treadway  | Health      | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000617805</b> | Doug May                      | Application      | Error       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000617807</b> | Colleen Murphy                | None             | None        | None                             | TIR Missed: No | 0.14 |
|                        | Metro D Hosting               | Donny Ford       | Health      | Low Resolved                     | TTR Missed: No | 5.63 |
| <b>INC000000617811</b> | Lisa Young                    | None             | None        | None                             | TIR Missed: No | 0.04 |
|                        | Metro D Desktop Support       | Michael Schmidt  | Health      | Low Resolved                     | TTR Missed: No | 1.47 |
| <b>INC000000617826</b> | Nina Baker                    | Application      | Error       | Medicaid Managed Information :   | TIR Missed: No | 0.25 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Resolved                     | TTR Missed: No | 0.25 |
| <b>INC000000617854</b> | Hina Yazdani                  | Network          | None        | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support       | Philip Henderson | Health      | Low Resolved                     | TTR Missed: No | 1.54 |
| <b>INC000000617862</b> | Kelly Banon                   | Application      | Error       | Internet Explorer                | TIR Missed: No | 0.00 |
|                        | Rural Central Desktop Support | Rod Montoya      | Health      | Low Resolved                     | TTR Missed: No | 0.07 |
| <b>INC000000617872</b> | Rituraj Saxena                | Network          | Performance | Microsoft Windows 7              | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support       | Philip Henderson | Health      | Low Resolved                     | TTR Missed: No | 1.41 |
| <b>INC000000617961</b> | Amanda Hovermale              | Application      | Error       | Medicaid Managed Care System     | TIR Missed: No | 0.28 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Resolved                     | TTR Missed: No | 0.45 |
| <b>INC000000617986</b> | Louis Praus                   | Application      | Error       | Medicaid Managed Information :   | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk             | Matthew Earl     | Health      | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000618044</b> | Tracy Freeman                 | None             | None        | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Hosting               | Sean McMillan    | Health      | Low Resolved                     | TTR Missed: No | 0.27 |
| <b>INC000000618058</b> | Rhonda Lee                    | Application      | Error       | Gmail                            | TIR Missed: No | 0.00 |
|                        | Rural North Desktop Support   | Kim Ratushniak   | Health      | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000618066</b> | Nichoal Keyes                 | PC/Laptop        | Error       | None                             | TIR Missed: No | 0.00 |
|                        | Rural North Desktop Support   | Kim Ratushniak   | Health      | Low Resolved                     | TTR Missed: No | 0.00 |